



LOIDA BRITISH COMPLAINTS AND GRIEVANCES POLICY



2024

LOIDA BRITISH LTD

Loida British Complaints and Grievances Policy

Introduction

Loida British is committed to ensuring a fair, transparent, and effective process for handling complaints and grievances. This policy outlines the procedures for clients and staff to raise concerns, the investigation process, and the measures taken to review and improve our complaints handling system.

Purpose

The purpose of this policy is to:

- Provide a clear framework for raising and addressing complaints and grievances.
- Ensure all complaints are handled in a timely, impartial, and consistent manner.
- Protect the rights of all parties involved in a complaint or grievance.
- Comply with all relevant UK employment laws and regulations.

Scope

This policy applies to all employees, clients, and stakeholders of Loida British Ltd.

Legal Framework

This policy complies with the following UK employment laws:

- **Employment Rights Act 1996:** Ensures employees have the right to raise grievances and receive a fair hearing.
- **Equality Act 2010:** Protects against discrimination, harassment, and victimisation.
- **ACAS Code of Practice on Disciplinary and Grievance Procedures:** Provides guidelines for handling grievances in the workplace.
- **Health and Safety at Work Act 1974:** Ensures a safe working environment where employees can raise concerns about safety without fear of reprisal.
- **General Data Protection Regulation (GDPR) and Data Protection Act 2018:** Protects personal data collected during the complaints process.

1. Procedures

1.1 Raising Complaints

For Clients:

- Complaints can be raised verbally, in writing, or via email to the Customer Service Department.
- Acknowledgement of receipt will be sent within 3 working days.
- An initial response will be provided within 10 working days.

For Staff:

- Employees can raise grievances verbally, in writing, or via email to their immediate supervisor or HR department.
- A formal grievance form must be completed to ensure all details are accurately recorded.

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- Acknowledgement of receipt will be sent within 3 working days.

1.2 Investigation

- An impartial investigator will be appointed within 5 working days of receiving the complaint.
- The investigation will be conducted fairly, impartially, and confidentially.
- All relevant parties will be interviewed, and evidence will be gathered.
- The investigation should be concluded within 20 working days.

1.3 Review

- The findings of the investigation will be reviewed by senior management.
- Recommendations for action will be made based on the findings.
- The complainant will be informed of the outcome within 5 working days of the conclusion of the investigation.

1.4 Documentation

- All complaints and grievances will be documented and tracked in a secure system.
- Records will include the complaint details, investigation process, findings, and resolution.
- Documentation will be retained for a minimum of 6 years in compliance with GDPR.

2. Appeal Process

- If the complainant is dissatisfied with the outcome, they may appeal in writing within 10 working days.
- An appeal hearing will be arranged within 15 working days.
- A different, impartial senior manager will review the appeal.
- The final decision will be communicated within 10 working days of the appeal hearing.

3. Employee Support

- Employees involved in a grievance process are entitled to be accompanied by a colleague.
- Confidential counselling services are available for employees who require support.

4. Training

- All staff will receive training on the complaints and grievances policy.
- Regular refresher training will be conducted to ensure ongoing compliance.

5. Monitoring and Review

- The complaints and grievances policy will be reviewed annually.
- Feedback from clients and staff will be incorporated into the review process.

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- Continuous improvement measures will be implemented based on review findings.

6. Compliance with UK Employment Laws

Employment Rights Act 1996

- Ensures the right to raise grievances and receive fair treatment.
- Protects against unfair dismissal and other detriments.

Equality Act 2010

- Prohibits discrimination, harassment, and victimisation.
- Ensures equal treatment and protection for all employees.

ACAS Code of Practice

- Provides guidelines for handling grievances.
- Encourages prompt and fair resolution of issues.

Health and Safety at Work Act 1974

- Protects employees' right to raise safety concerns.
- Ensures a safe and healthy working environment.

GDPR and Data Protection Act 2018

- Protects personal data collected during the complaints process.
- Ensures confidentiality and security of information.

7. Days Off and Procedures

- Employees are entitled to time off to attend grievance hearings and appeals.
- Reasonable adjustments will be made to accommodate the needs of employees involved in the process.
- All time off must be requested and approved in accordance with the company's leave policy.

8. Contact Information

For any questions or to raise a complaint or grievance, please contact:

- **Customer Service Department:** [\[Email\]](#) [\[Phone\]](#)
- **HR Department:** [\[Email\]](#) [\[Phone\]](#)

Loida British is committed to maintaining a fair and transparent process for handling complaints and grievances, ensuring compliance with all relevant UK laws and regulations.