



## Complaints Policy

At ESS Ltd, we are committed to providing a supportive and transparent environment for all individuals. We understand that concerns or complaints may arise from time to time, and we take such matters seriously. This Complaints Policy outlines our procedures for addressing and resolving complaints promptly, fairly, and confidentially.

### 1. Scope

- This policy applies to all employees, associates, learners, job applicants, and visitors who wish to make a complaint.
- Complaints may relate to any aspect of our organisation's operations, including but not limited to, conduct, facilities, training programs, policies, or any other area of concern.

### 2. Confidentiality

- All complaints will be treated confidentially, and information will only be shared with those directly involved in the complaint investigation and resolution process.
- Confidentiality will be maintained to the extent permitted by law and within the bounds of conducting a thorough investigation.

### 3. Informal Resolution

- We encourage individuals to resolve complaints informally, whenever possible, by directly discussing the issue with the person(s) involved.
- If an individual feels uncomfortable addressing the complaint informally or if the issue remains unresolved, they may proceed to the formal complaint process.

### 4. Formal Complaint Procedure

- Individuals should submit a formal complaint in writing, providing clear details of the complaint, including relevant dates, times, and any supporting documentation or evidence.
- Complaints should be addressed to Lorna McBreen, CEO, who will acknowledge receipt of the complaint within a reasonable timeframe and inform the complainant about the subsequent steps in the process.

### 5. Investigation and Resolution



Exceeding Safety Standards

- Complaints will be promptly and thoroughly investigated.
- The investigator will gather all relevant information, interview involved parties, and maintain detailed records of the investigation process.
- The investigation will be conducted impartially, and all parties involved will be given a fair opportunity to present their perspectives and provide supporting evidence.
- Upon completion of the investigation, a written report summarising the findings will be prepared.
- Appropriate actions to resolve the complaint and prevent future occurrences will be determined. Such actions may include mediation, counselling, disciplinary measures, policy revisions, or any other necessary measures.
- The complainant will be informed of the outcome of the investigation and any actions taken to address the complaint, while respecting the confidentiality and privacy of all parties involved.

## 6. Appeal Process

- If the complainant is dissatisfied with the outcome or resolution of the complaint, they may request an appeal in writing to a designated senior manager within a specified timeframe.
- The appeal will be reviewed by an independent party who has not been previously involved in the complaint or investigation process.
- The outcome of the appeal process will be communicated to the complainant in writing, and the decision will be final.

## 7. Monitoring and Review

We will monitor and review all complaints to identify any recurring issues, patterns, or areas for improvement within our organisation.

## 8. Communication

- This Complaints Policy will be communicated to all through our website.

At ESS Ltd, we are committed to addressing complaints in a fair and transparent manner. This Complaints Policy ensures that all concerns are taken seriously and appropriately resolved to maintain a positive and supportive environment for all stakeholders.

*Lorna McBreen*

Lorna McBreen, CEO

15.07.2023

Date