

Grievance and Complaint Management Policy

1. Introduction

At Dutch Health, we are committed to providing a workplace where employees feel safe, respected, and valued. We recognize that from time to time, grievances or complaints may arise, and it is our responsibility to provide a fair and transparent process for addressing these issues. This policy outlines the mechanisms in place for reporting, managing, and resolving grievances and complaints within the organization.

2. Objective

The objective of our grievance and complaint management procedure is to:
Ensure employees can raise issues related to their employment or workplace without fear of retaliation. Provide a clear, transparent, and confidential process for addressing and resolving grievances.
Resolve issues in a timely, fair, and effective manner.
Promote a positive working environment where issues are addressed proactively.

3. Definition of Grievance

A grievance is defined as any concern, complaint, or dissatisfaction raised by an employee regarding their work conditions, relationships with colleagues or supervisors, alleged discriminatory behavior, harassment (including sexual harassment), or any other workplace issue.

4. Grievance Mechanism Procedures

The grievance mechanism at Dutch Health is designed to be simple, transparent, and accessible to all employees, regardless of their position or length of employment.

Step 1: Informal Resolution (Optional)

Whenever possible, employees are encouraged to resolve grievances informally by discussing the issue directly with the person involved or with their immediate supervisor. Many minor workplace issues can be effectively resolved through open communication. However, if the employee feels uncomfortable addressing the issue informally, or if the matter is not resolved, the formal grievance procedure may be initiated.

Step 2: Formal Grievance Submission

Employees who wish to file a formal grievance can do so by submitting a Grievance Form (or written email) to the designated grievance officer, or a senior member of the leadership team. In a small organization like Dutch Health, where there may not be a separate HR department, one of the company directors or managers will serve as the grievance officer. The grievance should include:

A detailed description of the issue. The names of the individuals involved.
Any evidence or documentation supporting the grievance. The desired outcome or resolution the employee seeks.

Step 3: Acknowledgment and Initial Assessment

Upon receiving the formal grievance, the grievance officer will:

Acknowledge receipt of the complaint within 2 working days.
Review and assess grievance to determine its validity and gather preliminary information.

Contact the employee to discuss the complaint and obtain further clarification if needed.

Step 4: Investigation

An impartial investigation will be conducted to gather relevant facts and information regarding the grievance. The investigation process may include:

Interviews with the complainant, the accused party, and any witnesses. Review of relevant documents, emails, or other records.

Consulting external experts if necessary (e.g., legal counsel, external HR consultants).

In cases involving sensitive matters such as harassment or discrimination, the investigation will be handled with the utmost confidentiality and sensitivity.

Step 5: Resolution and Decision

After the investigation is complete, the grievance officer will:

Provide a summary of the findings.

Make a decision on the appropriate course of action or resolution, which could include mediation, disciplinary action, changes in working conditions, or other measures to resolve the grievance.

The decision and proposed resolution will be communicated to the employee in writing within 10 working days of the formal grievance submission, unless additional time is required due to the complexity of the case.

Step 6: Appeal Process

If the employee is dissatisfied with the decision or the proposed resolution, they have the right to appeal the decision.

The appeal must be submitted in writing within 5 working days of receiving the decision, stating the grounds for appeal. The appeal will be reviewed by a different senior manager or an external mediator, and a final decision will be made and communicated within 10 working days of the appeal submission.

5. Confidentiality

All grievances will be handled with strict confidentiality. Only those directly involved in the grievance process (e.g., the grievance officer, relevant management, and external consultants, if applicable) will have access to the details of the complaint. Information will only be shared on a need-to-know basis to resolve the issue effectively.

6. No Retaliation Policy

Dutch Health operates a No Retaliation Policy to ensure that employees feel safe in raising grievances or complaints. Employees who file grievances in good faith will not be subject to retaliation or negative treatment, regardless of the outcome of the investigation. Any form of retaliation against employees for filing a grievance will result in disciplinary action.

7. Record Keeping

Detailed records of all formal grievances, including the investigation process, decisions, and resolutions, will be securely stored by the grievance officer. These records will be kept for a minimum of 5 years to comply with legal obligations and to help ensure that patterns or recurring issues can be identified and addressed.

8. Guidance and Support

Employees are encouraged to seek guidance and support throughout the grievance process. The grievance officer or a designated manager is available to provide advice on the grievance procedure and help employees understand their rights. In cases of harassment or discrimination, employees may also be referred to external

support services, such as counseling or legal support.

9. Conclusion

At Dutch Health, we believe that an open and fair grievance process is essential for maintaining a positive workplace. Our grievance and complaint management procedure is designed to ensure that any issues are addressed promptly, fairly, and without fear of retaliation. We are committed to continually reviewing and improving this process to ensure that it meets the needs of our employees and fosters a supportive and respectful work environment.

Signature:



Name: Pieter Wiemers

In the capacity of: Managing Director For & on behalf of Dutch Health B.V.

Nederhorst Den Berg: 28 January 2025

