

## **Bittachon Care Services Inc.**

### **Employee Grievance Policy**



#### **1. Purpose**

The Employee Grievance Policy is designed to provide a clear and structured process for employees to raise concerns, complaints, or grievances related to their employment. Bittachon Care Services Inc. is committed to addressing these issues promptly, fairly, and confidentially to maintain a positive and productive work environment.

#### **2. Scope**

This policy applies to all employees of Bittachon Care Services Inc., including full-time, part-time, temporary, and contract employees.

#### **3. Grievance Procedure**

##### **Step 1: Informal Resolution**

- **Initiate Discussion:** Employees are encouraged to first discuss their grievance or concern directly with the individual(s) involved or their immediate supervisor. This informal discussion should occur as soon as possible after the issue arises, ideally within a few days.
- **Seek Resolution:** The goal of this step is to resolve the issue quickly and amicably without escalating it further. Many issues can be effectively resolved through open communication.

##### **Step 2: Formal Grievance Submission**

- **Submit a Written Grievance:** If the issue is not resolved informally, or if the employee feels uncomfortable addressing it directly, they should submit a formal written grievance to their supervisor or the HR department. The grievance should include:
  - A clear description of the issue or concern.
  - No steps have already been taken to resolve the issue informally.
  - The desired outcome or resolution.
- **Acknowledge Receipt:** Upon receiving the grievance, the supervisor or HR department will acknowledge receipt of the complaint in writing within 2 business days.

### Step 3: Investigation

- **Conduct Investigation:** The HR department or a designated company officer will conduct a thorough and impartial investigation of the grievance. This may involve interviewing the parties involved, gathering relevant documentation, and reviewing any applicable company policies.
- **Timeframe:** The investigation should be completed within 10 business days of receiving the formal grievance. If additional time is needed, the employee will be informed of the delay and the expected completion date.

### Step 4: Resolution and Response

- **Decision Making:** Once the investigation is complete, the HR department or designated officer will determine the appropriate course of action. This may include resolving the grievance, implementing corrective measures, or taking disciplinary action if necessary.
- **Provide Feedback:** The employee will be informed of the investigation's outcome in writing, including any actions that will be taken to address the grievance, within 5 business days of completing the investigation.

### Step 5: Appeal Process

- **Right to Appeal:** If the employee is not satisfied with the resolution, they have the right to appeal the decision. The appeal must be submitted in writing to the HR department or a higher-level manager within 5 business days of receiving the resolution.
- **Review Appeal:** The appeal will be reviewed by a senior management team or an independent party not involved in the initial investigation. The appeal process will be completed within 10 business days.
- **Final Decision:** The decision made during the appeal process is final, and the employee will be informed of the outcome in writing.

## 4. Confidentiality

- **Maintain Confidentiality:** All grievance proceedings, including discussions, investigations, and resolutions, will be conducted in strict confidence. Information will only be shared with individuals directly involved in resolving the grievance.

## 5. Protection Against Retaliation

- **No Retaliation:** Bittachon Care Services Inc. strictly prohibits retaliation against any employee who raises a grievance in good faith or participates in the investigation process. Any form of retaliation will result in disciplinary action.

## **6. Acknowledgment**

By signing below, I acknowledge that I have received, reviewed, and understand the Employee Grievance Policy provided by Bittachon Care Services Inc. I am aware of the procedures available to me should I need to raise a concern or grievance and understand that it is my responsibility to follow the appropriate steps outlined in this policy.

I also understand that Bittachon Care Services Inc. is committed to addressing all grievances promptly, fairly, and without any form of retaliation.

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_