

Night Hawk Intelligence

Grievance Policy

Night Hawk Intelligence is committed to providing high-quality services to our clients and maintaining a professional, respectful, and transparent work environment. This Grievance Policy outlines the process for employees, clients, and third parties to raise concerns or complaints regarding our services, conduct, or other business matters. Our goal is to address and resolve grievances in a timely, fair, and effective manner.

2. Scope

This policy applies to all employees, contractors, clients, and stakeholders involved in the operations of **Night Hawk Intelligence** in Victoria, Australia. It covers grievances related to our investigative services, professional conduct, workplace issues, or any other concerns related to the business's activities.

3. Principles

- **Fairness:** All grievances will be dealt with impartially, respecting the rights of all parties involved.
- **Confidentiality:** The privacy of individuals raising grievances will be respected, and information will be handled confidentially, as appropriate.
- **Timeliness:** Grievances will be addressed promptly and efficiently to ensure timely resolution.
- **Respect:** All parties involved will be treated respectfully throughout the grievance process.
- **Non-Retaliation:** There will be no retaliation against anyone who raises a grievance in good faith.

4. Types of Grievances

Grievances may include, but are not limited to:

- Issues with the quality of investigative services provided.
- Unprofessional conduct by an employee or contractor.
- Disputes regarding contractual terms, billing, or payment.
- Workplace harassment, bullying, or discrimination.
- Concerns about safety or security during investigations.
- Breaches of confidentiality or ethical standards.

5. Grievance Procedure

Step 1: Informal Resolution

- We encourage individuals to first attempt to resolve their grievance informally. If you have a concern, you should raise it directly with the person involved (e.g., the employee or contractor) to discuss the issue and seek a resolution.
- If the grievance involves a client or a third party, the issue should be addressed to the assigned investigator or the relevant staff member.

Step 2: Formal Grievance Submission

- If the grievance cannot be resolved informally, individuals can submit a formal grievance in writing. The grievance should include:
 - A clear description of the issue or concern.
 - Any relevant evidence or documentation to support the grievance.
 - The desired outcome or resolution.
 - Contact details for follow-up.
- Formal grievances should be submitted to:
 - Director
 - Email: support@nhi.net.au
 - Phone: 0431 686 964

Step 3: Acknowledgment of Grievance

- Upon receipt of the formal grievance, **Night Hawk Intelligence** will acknowledge it within 3 business days.
- We will confirm the details of the grievance and outline the steps to be taken in investigating and resolving the matter.

Step 4: Investigation

- A thorough investigation of the grievance will be conducted. This may involve interviewing relevant parties, reviewing evidence, and examining the facts of the case.
- The investigation process will be fair, impartial, and conducted as quickly as possible while ensuring due diligence.

Step 5: Resolution

- Once the investigation is complete, **Night Hawk Intelligence** will communicate the findings and any actions to be taken to resolve the grievance.
- Where appropriate, we will implement corrective actions, such as improvements to service delivery, training, or policy changes.
- We aim to resolve grievances within 10-15 business days from receipt of the formal grievance, although complex cases may require more time.

Step 6: Appeal

- If the individual is dissatisfied with the outcome of the grievance process, they may request a review of the decision by a senior management representative or an independent third party. The request must be made in writing within 7 business days of receiving the outcome.

6. Confidentiality

All grievances will be handled confidentially. Information shared during the grievance process will only be disclosed to those who need to know in order to investigate or resolve the issue. Any breach of confidentiality may result in disciplinary action.

7. Protection Against Retaliation

We are committed to ensuring that individuals who raise grievances are protected from retaliation or adverse consequences. Any retaliation or discrimination against someone who raises a grievance in good faith will not be tolerated and will be treated as a separate grievance.

8. Roles and Responsibilities

- **Employees and Contractors:** Responsible for following the grievance procedure and cooperating with investigations if required.
- **Management:** Responsible for ensuring that grievances are addressed promptly, fairly, and in line with this policy.
- **Grievance Officer:** A designated person responsible for overseeing the grievance process, ensuring that all steps are followed, and that any necessary follow-up actions are taken.

9. Review of Policy

This grievance policy will be reviewed annually to ensure its effectiveness and relevance. Updates will be made as necessary to reflect changes in legislation, business practices, or client needs.

This grievance policy ensures that grievances are managed in a structured and effective way, fostering a healthy work environment and maintaining high standards of service.