

HP Complaints

Procedure Version A 5/4/22

The matter shall be reported to the Chair and/or another member of the Committee. The report shall include as much detail about the nature, time and place of the objectionable behaviour as possible.

Include any suggestions on how the situation can be satisfied.

Attempts to address the complaint shall be made before reporting it to the committee.

Referred complaints shall be included in the next committee meeting agenda. However if the complaint is such that it could affect a production then the committee should convene an emergency meeting.

Both parties of the complaint can be invited to put their case at any meeting.

The committee shall have the power to dismiss the complaint or recommend a suitable course of action.

Reference shall be made to guidelines codes or procedures during this process, to determine any course of action. In the absence of any other then use NODA guidelines.