

POL-037
Complaint
Handling Policy

Purpose

The purpose of this policy is to outline how Temporary Candidates (Locums) should approach work-related issues and how any grievance or complaint raised will be handled by Cornerstone Medical Recruitment (CMR), ensuring a respectful and safe environment for all.

Scope

This policy applies to all Locums of CMR and outlines the approach that should be taken when a Locum has a general grievance, complaint or dispute arising from a work-related issue.

In the instance that a complaint is raised by a Client of CMR about a Locum, the principles of this policy will also apply.

Policy

Informal Complaint Handling

If a Locum feels confident and safe to do so, they can speak directly to the person involved to resolve the matter. Alternatively, where possible, Locums are encouraged to raise any issues they are having in the workplace informally with their immediate manager/supervisor on the site at which they are placed.

The Locum should also notify their CMR recruitment consultant of any issues they are having at their placement, so that they can support as needed.

If an issue arises that cannot be dealt with informally, a Locum should raise a formal complaint via their CMR recruitment consultant or by contacting the People team via email at hr@cmr.com.au in accordance with this Complaint Handling Policy.

Formal Complaint Handling

A formal complaint is confirmation of an eligible grievance, provided in writing, concerning an alleged breach of a workplace policy, or alleged inappropriate behaviour directed towards or affecting the Locum.

Complaints that can be made under this policy include:

- workplace bullying;
- sexual harassment;
- discrimination;
- actions that create an unsafe working environment;
- concerns regarding clinical practice/processes or behaviours; or
- work-related grievance.

Reporting and Action for Formal Complaints

A Locum can lodge a genuine complaint with the knowledge that they will not be disadvantaged or treated unfavourably for doing so.

All genuine complaints that are received will be treated seriously and investigated promptly, confidentially, and impartially by CMR.

If a Locum wishes to make a formal complaint, they must lodge their complaint in writing to one of the below mentioned people and specify:

- the grounds on which the Locum believes they have a complaint (for example, the policy that has been breached);
- the conduct that has allegedly occurred that gives rise to the complaint;
- the action that the Locum believes would resolve the complaint; and
- any steps the Locum has taken to resolve the complaint informally.

Contact Persons:

- The relevant CMR Recruitment Consultant via email
- People Team, hr@cmr.com.au or 07 3188 6193

Investigation and Resolution of Formal Complaints

Once a formal complaint has been lodged, the complaint will be assessed, and CMR will determine the most effective way to investigate the complaint. Consideration will need to be taken where others involved in the complaint are not direct employees of CMR.

All complaints will be dealt with in accordance with the principles of natural justice. This means that:

- Complaints are investigated confidentially, impartially, and promptly (although allegations will be provided to the respondent(s) and any relevant witnesses. Information provided by any participant in the investigation may also be put to the complainant(s), respondent(s) or another witness, and will be reported to CMR);
- The person(s) who is complained about (respondent) will be informed of the allegations and given an opportunity to respond and provide their version of events;
- A respondent is presumed not to have engaged in any wrongdoing unless, or until, any allegations are proven on the balance of probabilities to be substantiated;
- Further action will be taken if the complaint is proven to be substantiated.

Following the investigation of a complaint, the Locum making the complaint and the Locum (s) complained of will be notified in writing of the outcome to the investigation.

CMR will then consider what, if any, further action is required, which could include, but is not limited to:

- further training;
- mediation;
- re-assignment of duties; and/or
- disciplinary action, including possible termination of employment.
- mandatory reporting to the relevant professional association ie. AHPRA

Given the nature of temporary work, if the complainant(s), respondent (s) and/or relevant witnesses are not direct employees of CMR, CMR will communicate directly with a representative of the Client site to investigate the complaint in line with the above principles. In this circumstance, the complaint process may be governed by our Client's complaints resolution procedure rather than that of CMR.

If a complaint is found to be substantiated, where the respondent (s) is an employee of a Client, CMR will be limited in their control of the action that is taken and communicated as a result.

CMR may withdraw a worker from an assignment at any point during an investigation, taking into account the health and safety of the employee and/or others involved in the investigation.

Support Services

All employees involved in the complaint investigation will be offered the opportunity to have a support person or representative present at any meeting throughout the process. They will also be offered details to access CMR's external Employee Assistance Program (EAP) which provide a confidential counselling service to our employees.

Confidentiality

All employees are required to respect confidentiality of complaints and the processes of this policy and to ensure the maintenance of that confidentiality at all times. A failure to comply with this requirement may result in an employee facing disciplinary action.

Victimisation

Workers have the right to raise a complaint or grievance without fear of victimisation or retaliation. Any form of victimisation against an employee for filing a complaint is strictly prohibited.

If a vexatious complaint is made, for malicious reasons or in pursuit of a personal grudge for example, then the Locum who made the complaint may be subject to disciplinary action.

What is not covered by this policy?

This policy does not apply to situations where reasonable management action is taken in a reasonable way in connection with the Locum's employment or engagement.

Reasonable management actions include, but are not limited to:

- Setting reasonable performance goals, standards and deadlines;
- Informing a Locum about inappropriate behaviour;
- Informing a Locum about unsatisfactory work performance;
- Terminating a Locum's employment or contract;
- Taking legitimate disciplinary action against a Locum;
- Taking disciplinary action, including suspension or terminating employment;
- Managing a Locum's injury or illness; and
- Assigning duties to a Locum which they are competent to perform, even if they do not usually form part of their role.

CMR reserves the right to unilaterally introduce, vary, remove, or replace this policy at any time.