



Policy Number 48

Grievance Policy

A24 ensures all Agency Workers undertake assignments in accordance with their Terms of Engagement. All agency workers in essence are self-employed whilst on assignment through A24.

It is the policy of A24 to ensure that all Agency Workers are treated fairly and are kept informed of issues that our Service Users may have concerning their work performance, attendance or conduct. It is the policy of the employment business to obtain full details in writing on all concerns that our Service Users may have and to provide these written statements to our Agency Workers in order that they can answer all allegations.

We aim at all times to:

- Assist to correct unacceptable conduct or performance
- Place exclusions at individual Service Users, only at the direct request of the Service User
- Be fair to our Agency Workers and assist them to prepare their defence.
- To assist to provide corrective training where applicable.

In the event of allegations of abuse, sexual assault or other serious issue, A24 is obliged legally to notify governing bodies such as the CQC, The Regulation and Quality Improvement Authority, The Care Commission and the NMC as well as the police. Allegations may result in A24 having an obligation to make a preliminary referral in such cases to the Secretary of State for inclusion on the POVA/POCA registers. In such circumstances it is usual to exclude the Agency Workers concerned whilst the investigation is in progress.

If an Agency Worker feels that their issues have not been dealt with fairly they have the right to refer the matter to the Managing Director, Penny Steeter, by emailing penny.streeter@a24group.com

Any Employee who wishes to raise a grievance should write to outline the basis of the grievance. A24 will deal with all grievances raised, whether or not the grievance is presented in writing. However Agency Workers need to be aware that under the standard statutory procedure grievances must be made in writing.

A24 recognise that setting out a grievance in writing is not easy. In some circumstances the Agency Worker should seek help for example from a work colleague, or other Employee Representative.

END OF POLICY