



## COMPLAINTS PROCEDURE

1. In the event that any employee feels that he or she has suffered discrimination in anyway, the Company grievance procedure should be utilised.
2. If the complaint is against the employee's own immediate or other superior, confidential application should be made to the Managing Director.
3. In instances of sexual harassment, as far as possible, the anonymity of the complainant shall be protected.
4. It should not be overlooked that an employee who discriminates or harasses may be liable for payment of damages to the person offended, in addition to any damages payable the company should it have failed to ensure that the practice had ceased forthwith.
5. To make a complaint of discrimination, harassment, victimisation, or unfair treatment it will be necessary to have available:
  - Details of what, when and where the occurrence took place.
  - Any witness statements or names.
  - Names of any others who have been treated in a similar way.
  - Details of any former complaint made about the incident, date, where and whom.
  - A preference for a solution to the incident.

Until a hearing is arranged, complainants should keep the matter confidential, other possibly than arranging for details of witnesses to be given to the Managing Director.

## GENERAL DATA PROTECTION REGULATION (GDPR)

The General Data Protection Regulation (GDPR) comes into force on 25<sup>th</sup> May 2018 and will govern the process and stored data related to individuals.

GDPR will apply to all organisations and process details relating to individuals, including customers, suppliers and employees. It is the company's responsibility to ensure compliancy.

Individuals will have increased rights to access, modify and restrict the processing of their data, with organisations having a duty to ensure they comply with requests. If they don't comply they will be liable for financial penalties.

Organisations will also be required to show evidence of adequate processes and measures to mitigate the risk of data breach, and to report any breaches that may occur.