



Grievance Handling Process

At AAA Bodyworks, we are committed to providing a fair and supportive workplace for all employees and maintaining high standards of customer service. We recognize that grievances and concerns may arise from time to time, whether they involve employees, customers, suppliers, or any other stakeholders. We are dedicated to addressing these grievances promptly, fairly, and confidentially, with the goal of achieving a satisfactory resolution.

Scope:

This policy covers the handling of grievances related to our smash repair business, including but not limited to employee disputes, customer complaints, supplier concerns, and any other issues that may impact the operation and reputation of the business.

Policy Guidelines:

Open Communication: We encourage all stakeholders to communicate openly about their concerns. Employees are encouraged to address workplace issues with Management. Customers and suppliers are encouraged to contact us.

Confidentiality: All grievances will be handled with utmost confidentiality. Information related to grievances will only be disclosed to those involved in the grievance resolution process on a need-to-know basis.

Grievance Reporting:

a. Employees: Employees may report grievances to management, or any other designated authority. Anonymous reporting should be allowed where necessary.

b. Customers: Customers can submit their complaints via phone, email, or in-person at our business premises.

c. Suppliers: Suppliers may address their concerns to their designated point of contact within our business or through the supplied communication channels.

Initial Assessment: Upon receiving a grievance, the responsible party (HR for employees, Customer Service for customers, Supplier Relations for suppliers) will conduct an initial assessment to determine the nature and severity of the issue.

Investigation: If necessary, a formal investigation will be conducted to gather relevant information and evidence related to the grievance. The investigation will be impartial, fair, and timely.

Resolution: Once the investigation is completed, the responsible party will work to resolve the grievance promptly. Potential resolutions may include corrective actions, policy changes, apologies, or other measures as appropriate.

Communication: All parties involved in the grievance will be kept informed of the progress and resolution steps as appropriate.

Record Keeping: All grievance reports, investigation findings, and resolutions will be documented and kept on file in a secure manner.

Appeals: If any party involved in the grievance is dissatisfied with the resolution, an appeal process may be available, allowing for a review of the decision by a higher authority.

Protection from Retaliation: AAA Bodyworks is committed to protecting employees, customers, and suppliers from any form of retaliation as a result of filing a grievance in good faith.

Training and Awareness:

All employees, including management, will receive training on the grievance handling policy and procedures. Customers and suppliers will be made aware of how to submit grievances and the process involved through appropriate channels.

Review and Improvement:

This policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations. AAA Bodyworks is committed to continuously improving the grievance handling process.