

EMPLOYEE COMPLAINTS HANDLING PROCEDURE

At WEWATCH, we are committed to maintaining a positive and respectful work environment for all our employees. We recognize that concerns or complaints may arise, and we have established a clear procedure to address and resolve such matters. This procedure ensures that every employee's voice is heard, and concerns are addressed in a fair and timely manner.

1. Reporting a Complaint:

Employees are encouraged to report their complaints through the following channels:

- Direct Supervisor/Manager: Discuss the issue with your immediate supervisor or manager, who will work towards finding a resolution.
- Human Resources (HR): If the concern cannot be resolved at the supervisor level or if the complaint involves the supervisor, employees may contact the HR department at: hr@wewach.ae

2. Confidentiality:

All complaints will be treated with the utmost confidentiality. Information related to the complaint will be shared only with individuals directly involved in the resolution process, and details will be kept confidential to the extent permitted by law.

3. Acknowledgment of Complaint:

Upon receiving a complaint, the relevant party (supervisor, manager, or HR) will acknowledge the receipt of the complaint within office work hours. This acknowledgment will include a brief overview of the next steps in the resolution process.

4. Investigation:

A thorough and impartial investigation will be conducted to understand the details and context of the complaint. This may involve interviews with relevant parties, gathering of documentation, and any other necessary steps to fully understand the issue.

4. Resolution:

Once the investigation is complete, the findings and proposed resolutions will be communicated to the employee who raised the complaint. If the resolution involves corrective actions, a plan will be outlined to address the issue and prevent similar occurrences in the future.

5. Follow-Up:

The HR department will follow up with the employee after the resolution to ensure that the matter has been addressed satisfactorily and to gather any additional feedback.

6. Escalation:

If an employee is dissatisfied with the resolution, they may escalate the matter to higher levels of management or seek guidance from an external mediator if necessary.

7. Continuous Improvement:

Feedback from complaints will be analyzed to identify opportunities for improvement in policies, procedures, or the work environment, contributing to our ongoing commitment to creating a positive workplace.