



Caring is our passion... Compassion is our belief...

NOA Healthcare Ltd., Margaret Powell House, 417 Midsummer Boulevard, Milton Keynes, MK9 3BN
Tel: 020 3130 1773 • www.noahealthcare.co.uk • Email: info@noahealthcare.co.uk

Disciplinary and Grievance

Policy Number 13

Introduction

Good discipline is expected from all NOA Healthcare members. Equally it is expected that all Clients and their representatives will conduct themselves in accordance with best practice, current legislation and fairness. It is the nature of people that issues will arise. It is important that on such occasions the issue(s) be resolved as swiftly as possible to restore the equilibrium.

Policy

A Members Disciplinary and Grievance issues arising during or relating to an assignment will be dealt with either according to that Clients' disciplinary and grievance procedure or by an identified officer of NOA Healthcare. Members are required to inform NOA Healthcare should such issues arise.

A Members Disciplinary or Grievance issue arising with NOA Healthcare will be investigated and reported on by a senior officer of the agency. If the issue cannot be resolved at that level an appeal may be lodged with the Directors of NOA Healthcare Ltd.

All allegations, complaints or appeals will be acknowledged within 2 working days. Investigations will be concluded within 7 working days. Complainants and appellants will be informed of the findings within 2 working days of the investigation being completed.

Policy Origin

In House Policy.

References

ACAS Code of Practice 2009; NOA Allegations and Complaints policy 06

Date Policy Active.

June 2015.

Last Review Date.

Jan 2017.

Quality Assurance Reference

POL/ 13/ 16