

 UR ADVISORY GROUP مجموعة أور الإستشارية	<b>UR Document Management System (DMS)</b>		Page 1 of 2
			Issue: A
	<b>Policies Management</b>		Rev. : 0
	<b>UR- P -009</b>		Date: March, 2024

## ‘Grievance, complaints, and whistleblowing policy’

March, 2024	A	UR- P -009	ISSUE FOR USE	COO	CEO
DATE	ISSUE	Doc .No	ISSUE DESCRIPTION	PREPARED	APPROVED

1. Introduction: UR Advisory Group prioritizes maintaining a positive and respectful working environment for all employees, clients, and stakeholders. This “Grievance, Complaints, and Whistleblowing Policy” is established to offer a fair and transparent process for addressing concerns, complaints, or reports of wrongdoing within the organization.
2. Definitions:
  - Grievance: A formal expression of dissatisfaction regarding a workplace issue or concern related to employment.
  - Complaint: A formal expression of dissatisfaction regarding the quality of training, service, or any other aspect of our operations.
  - Whistleblowing: Reporting concerns about illegal, unethical, or improper conduct within the organization.
3. Informal Resolution: Employees and stakeholders are encouraged to address grievances or complaints informally whenever possible. This may involve discussing the issue with a supervisor, manager, or HR representative to seek resolution.
4. Formal Grievance or Complaint Procedure: If an issue cannot be resolved informally, individuals may submit a formal written grievance or complaint to their immediate supervisor or the designated HR representative. The submission should include a detailed description of the concern, relevant facts, and any attempted resolution efforts. UR Advisory Group will investigate the grievance or complaint promptly, maintain confidentiality to the extent possible, and provide a written response outlining the findings and any corrective actions taken.
5. Whistleblowing Procedure: UR Advisory Group is committed to providing a mechanism for individuals to report concerns about illegal, unethical, or improper conduct without fear of retaliation. Individuals can report such concerns to the designated whistleblowing email address (info@ur-advisory.org) or other reporting channels. Reports should include as much detail as possible and may be submitted



anonymously. UR Advisory Group will conduct a thorough and impartial investigation of all whistleblower reports, taking appropriate corrective action based on the findings.

6. **Protection from Retaliation:** UR Advisory Group strictly prohibits retaliation against any individual who, in good faith, reports a grievance, complaint, or wrongdoing. Retaliation is a serious violation of company policy and may result in disciplinary action, up to and including termination.
7. **Confidentiality:** UR Advisory Group will handle all grievances, complaints, and whistleblower reports with the utmost confidentiality to the extent allowed by law and the need for a thorough investigation.
8. **Escalation Procedure:** If an individual is dissatisfied with the resolution of a grievance, complaint, or whistleblower report, they may escalate the matter to the next level of management or a designated higher authority within the organization.
9. **Record Keeping:** UR Advisory Group will maintain records of all formal grievances, complaints, and whistleblower reports, including the nature of the concern, the investigation process, and the resolution or corrective actions taken.
10. **Review and Revision:** This “Grievance, Complaints, and Whistleblowing Policy” will be periodically reviewed to ensure its effectiveness and relevance. Updates or revisions may be made as necessary, and the most recent version will be communicated to all employees and stakeholders.