

Grievance protocol and procedure

Who to use the grievance protocol and procedure?

Wetlands International Global Office staff wanting to express a grievance should follow the Grievance protocol and procedure. Any external complainant may submit a complaint according to the Complaints protocol and procedure.

This concerns...	Undesirable conduct	(suspicion of) misconduct	other issues
This includes...	...discrimination, verbal or physical aggression, bullying and (sexual) intimidation, harassment, assault.	Fraud, corruption ...(future) criminal offenses, violation of legislation, regulation and/or codes of conduct within Wetlands International. (Future) danger to public health, safety or the environment. (Future) purposely misinforming the authorities or persons entrusted with the implementation of or supervision over the implementation of legislation, or investigating officers. The direct or indirect violation in any way, shape or form of Wetlands International's good name. Or (future) purposely withholding.	...all other issues, including private issues, issues concerning employment, reintegration and performance.
What to do?			
Step 1	Speak to the coworker that is bothering you. If you are afraid to speak to them or if this doesn't get the desired result, you can take step 2 and/or contact the Confidential Advisor	Speak to your supervisor . If you are afraid to speak to them, if this doesn't get the desired result, or if your supervisor is, causing the misconduct you can take step 2 and/or contact the Confidential Advisor	Speak to your supervisor , the HR Officer or the company doctor .
Step 2	Speak to your supervisor . If you are afraid to speak to them, if this doesn't get the desired result, or if your supervisor is the one bothering you, you can take step3 and/or contact the Confidential Advisor	Report the issue to the external Confidential Advisor. The external Confidential Advisor will discuss with you which steps to take, and who is informing the HR Officer or a third party.	
Step 3	Report the problem to the HR officer ; the HR Officer will suggest possible further steps to take. If need be, this may include (with your permission) to ask the external Confidential Advisor for suggestions.		
Who to contact?	Contact information for the external Confidential Advisor , HR Officer or the company doctor are available on teams.		