

## Tradewind Subs' Complaints Procedure

At Tradewind Subs, we take all concerns seriously. We are committed to maintaining a safe, respectful, and supportive workplace. If you have a complaint or concern about your assignment, treatment at work, or company policies, you have the right to raise it without fear of retaliation.

### **Types of Complaints You Can Raise**

You may file a complaint about, but not limited to:

- Harassment, discrimination, or bullying
- Unsafe or unhealthy working conditions
- Pay, scheduling, or timesheet issues
- Violations of company policy
- Concerns about compliance or legal obligations
- Any other workplace concern affecting your well-being

### **Step-by-Step Complaint Process**

#### **Step 1: Direct Communication (Optional)**

If you feel comfortable, raise the issue directly with the person involved or your on-site supervisor.

Sometimes problems can be resolved quickly with a simple discussion.

#### **Step 2: Report to Tradewind Subs**

If the issue is not resolved, or you prefer not to raise it on site, report your complaint to Tradewind Subs.

You can do this by:

Speaking directly with your consultant/point of contact

Emailing [hr@twsubs.com](mailto:hr@twsubs.com) or our CEO on [eamonn@twsubs.com](mailto:eamonn@twsubs.com)

Calling our office at 323 408 8333

**Step 3: Written Complaint**

Provide as much detail as possible in writing, including names, dates, locations, and any witnesses on this [form](#).

**Step 4: Investigation**

HR or Compliance will review your complaint promptly.

An impartial investigation will take place, which may include interviews and fact-finding.

We aim to complete investigations within 10–15 business days where possible.

**Step 5: Resolution & Feedback**

Once the investigation is complete, you will be informed of the outcome and any actions taken.

Outcomes may include mediation, corrective action, or policy updates.

**Protection Against Retaliation**

Tradewind Subs strictly prohibits retaliation against anyone who makes a good-faith complaint or participates in an investigation. If you feel you are experiencing retaliation, report it immediately using the same process.

**Confidentiality**

Complaints will be handled as confidentially as possible.

Information will only be shared with individuals directly involved in investigating and resolving the matter.