

Complaints & Grievance Policy

Shield Recruitment Pty Ltd

1. Purpose

Shield Recruitment Pty Ltd (“Shield”, “we”, “us”) is committed to providing a fair, transparent, and accessible way for any person to raise a complaint, grievance, or concern about our services, conduct, or operations. This includes concerns relating to service quality, workplace conduct, discrimination or harassment, privacy, and modern slavery or unethical labour practices within our business or supply chain.

This policy applies to all candidates, contractors, employees, clients, suppliers, and members of the public who interact with Shield.

2. Who Can Raise a Concern

This policy is open to:

- Candidates and contractors placed by Shield
- Shield employees and consultants
- Clients and their representatives
- Suppliers, subcontractors, and other parties in Shield’s supply chain
- Any member of the public with a concern about Shield’s conduct or practices

3. How to Raise a Complaint

Complaints or concerns can be raised through any of the following channels:

- Online: via the “Contact Us” form at shieldrecruitment.com.au, marked “Complaint” in the message field
- Email: directly to a Director (Shouvik Aditya or Anuj Sabharwal) or your usual Shield consultant
- Verbally: to any Shield team member, who will record the matter in writing on the complainant’s behalf

Complaints may be raised anonymously. While anonymity may limit our ability to follow up directly with the complainant, all anonymous complaints will still be reviewed and actioned where possible.

4. Our Process

1. **Acknowledgement:** We will acknowledge receipt of a complaint within 5 business days.
2. **Review:** A Director will review the complaint, gather relevant information, and determine next steps. Complex matters may take longer; the complainant will be kept informed of progress.
3. **Resolution:** We aim to resolve complaints within 14 business days of acknowledgement. Where this is not possible, we will explain the reason and provide a revised timeframe.
4. **Outcome:** The complainant will be advised of the outcome and any action taken, to the extent consistent with privacy and confidentiality obligations to other parties.

5. Escalation

If a complainant is not satisfied with the outcome, the matter will be escalated to the other Director of Shield for an independent review. If the complaint relates to a matter outside Shield's control (for example, a workplace health and safety incident at a client site, or a matter for the Fair Work Commission or relevant state regulator), Shield will assist the complainant in identifying the appropriate external body.

6. Confidentiality and Non-Retaliation

All complaints are treated confidentially and information is only shared with those who need to know in order to investigate and resolve the matter. Shield will not tolerate retaliation, victimisation, or adverse treatment of any person for raising a complaint or concern in good faith, including candidates, contractors, employees, or third parties.

7. Modern Slavery and Ethical Concerns

This policy specifically extends to concerns about modern slavery, exploitation, or unethical labour practices, whether within Shield's own operations or within our client or supplier supply chains, consistent with Shield's Modern Slavery Policy. Such concerns may be raised through any channel listed in Section 3 and will be treated with particular priority.

8. Responsibility and Review

This policy is owned by Shield's Directors and will be reviewed annually, or earlier if required by changes to our operations or legal obligations. It is published on Shield's website and made available to candidates, contractors, and clients on request.