



Reporting and Grievance Mechanism Procedures Policy

1. Purpose

This document outlines the procedure guiding the reporting and handling of grievances related to corruption or ethics breaches, human rights or labour violations, discrimination or misconduct, and data misuse or breach concerns within the organisation.

2. Submission of Reports

- Who Can Report: Employees/contractors, stakeholders, and external parties.
- How to Report: Submit a written note and place it in a physical box in the Virtumed stock room or directly to the CEO or CO in writing.
- Anonymous Reporting: Permitted and respected, though limited information may affect investigation scope.

3. Oversight and Responsibility

- All complaints are reviewed by the CEO and CFO.
- A quarterly report will be presented to directors summarizing case counts and resolutions.

4. Timeframes

- Acknowledgement: Within 5 working days of receipt.
- Initial Assessment: Within 10 working days to determine validity and next steps.
- Investigation Period: Typically resolved within 30 working days, depending on complexity.
- Updates: Provided to the complainant at key stages, where possible.

5. Resolution and Outcomes

- Investigation Process: Fair, confidential, and evidence-based, involving relevant internal or external investigators as required.
- Corrective Action: May include disciplinary measures, policy changes, restitution, or external reporting, depending on findings.
- Closure and Communication: Final outcomes communicated to the complainant (subject to confidentiality limits) and documented in our internal system.