

iScaleHR

Grievance Procedure

iScaleHR is committed to providing a transparent, accessible, and fair process for any client, candidate, or community partner to raise a grievance regarding our services, conduct, or business practices. This document outlines who this procedure applies to, how a grievance may be raised, and how it will be addressed.

WHO RECEIVES THIS DOCUMENT AND WHY

This procedure is shared with the three stakeholder groups directly impacted by iScaleHR's work, so that each has clear, ongoing access to a transparent path for raising concerns:

- **Clients** — Included with every client engagement agreement, so that any concern about service quality, communication, or delivery has a clear and documented path to resolution.
- **Candidates Placed** — Shared as part of onboarding communication during the Workforce Planning & Talent process, ensuring every candidate who interacts with iScaleHR's hiring and placement practices knows how to raise a concern about fairness, transparency, or treatment.
- **Community Partners** — Provided to the community members and partners iScaleHR engages with on an ongoing basis, including through our Women in the Workplace impact pillar, so that relationships built outside of formal client work are still held to the same standard of accountability.

Distributing this procedure directly to each group ensures it is accessible, ongoing, and not limited to those who already know to look for it.

HOW TO RAISE A GRIEVANCE

Grievances may be submitted directly via email to info@iscalehr.com or communicated directly to the Principal of iScaleHR. All grievances are treated with confidentiality and care.

WHAT QUALIFIES AS A GRIEVANCE

A grievance may include, but is not limited to, concerns regarding service quality, ethical conduct, communication, fairness in hiring or placement practices, or any action by iScaleHR that a stakeholder believes does not align with our values or commitments.

PROCESS AND TIMELINE

Upon receiving a grievance, iScaleHR will:

- Acknowledge receipt within 5 business days.
- Complete a review of the concern within 15 business days, during which the complainant may be contacted for additional information.
- Provide a resolution or documented response within 30 business days of the original submission.

RESOLUTION

Resolutions may include corrective action, a revised process, a direct conversation to address the concern, or a documented explanation if the issue does not qualify as a grievance. iScaleHR is committed to addressing the root cause of any valid grievance to prevent recurrence.

PROTECTION FROM RETALIATION

iScaleHR strictly prohibits any form of retaliation against an individual who raises a grievance in good faith. Anyone who raises a concern will continue to be treated with the same professionalism, respect, and fairness as before the grievance was filed.

COMMUNICATION AND CLOSURE

The complainant will be kept informed of each step in the resolution process and will receive confirmation once the grievance has been resolved. If a concern is not accepted as a formal grievance, iScaleHR will explain the reasoning directly to the complainant.