Standard operating procedure (SOP) · WRK-SOP-005 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 2E.4

At a glance

- Log every workplace concern on WRK-FRM-002 on the day it is raised.
- Acknowledge the concern in writing within 5 working days.
- Investigate by someone not involved in the issue.
- Tell the staff member the outcome in writing, with reasons.
- Stop and get help straight away if: a workplace concern has been raised and not logged or acknowledged within 5 working days.

1. Purpose

To make sure workplace concerns raised by staff are heard, investigated fairly and resolved in a stated time [EC].

2. Scope

Applies to	All workforce members raising a concern about their work, pay, conditions, colleagues or managers
Locations	All services
When	From the day a concern is raised until the outcome is recorded
Does not apply to	Safety concerns and misconduct, which follow WRK-SOP-010

3. Definitions

Term	Meaning
Workplace concern	A complaint or issue about working conditions, treatment at work or working relationships

Investigating officer	A manager or HR officer who was not involved in the issue

4. Background

Unresolved workplace issues damage trust and staff retention. A written, timed route is fairer for both sides.

5. Responsibilities

Role	Responsibility	Competence
Human resources lead	Logs the concern, appoints the investigating officer and checks timelines	HR
Investigating officer	Gathers evidence, meets both sides and writes the findings	Trained in investigation
Chief executive	Decides appeals	Executive

6. Materials and equipment

Item	Requirement	Condition
Staff concern and investigation record (WRK-FRM-002)	Current	Available in HR and on the intranet

7. Safety

- Staff who raise a concern are protected from any detriment for raising it (see WRK-SOP-010).

8. Before you start

- Confirm the investigating officer has no connection to the person or the issue.

9. Procedure

Step 1. Log the concern.

- Record the date, the concern and the person raising it on WRK-FRM-002.
- Give the reference number to the staff member.

Key point: Logged the same day, every time.

Step 2. Acknowledge.

- Send a written acknowledgement within 5 working days.
- Say who will investigate and the expected timescale.

Key point: Acknowledgement is a legal and trust point.

Step 3. Investigate.

- Meet the staff member and the people involved.
- Record the evidence and the findings.

Key point: Investigate within 25 working days.

Step 4. Decide and tell.

- Write the outcome and reasons.
- Tell the staff member in writing and explain the appeal route.

Key point: A decision without reasons is not complete.

10. Decision points

- If the investigation finds a safety issue, it is moved to WRK-SOP-010 and escalated.

11. Special situations

Situation	Action
Concern about the investigating officer	The chief executive appoints another officer.
Staff member is absent	The timescale is paused and the staff member is told in writing.

12. Escalation

- Any concern not resolved within 25 working days is reported to the chief executive.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Concerns logged on the day raised	100%	Monthly	Human resources lead	Escalate to chief executive
Outcomes within 25 working days	At least 70%	Quarterly	Human resources lead	Escalate to chief executive

14. Records

Record	Kept in	Retention
WRK-FRM-002 Staff concern and investigation record	HR confidential file	Employment plus 6 years

15. Training

- Investigating officers are trained in fair investigation and in recording findings.

16. Related documents

ID	Title	Use
WRK-FRM-002	Staff concern and investigation record	Record used in every step
WRK-SOP-010	Concern handling and protection from retaliation	Safety and misconduct concerns

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus. Timescales set by the ASF Expert Committee by the Committee.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

No e-learning course is linked to this document yet.

Planned course: New course planned.

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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