

# ***Human Resources Management Policy***

## ***V: POLICY ON COMPLAINTS AND GRIEVANCE MANAGEMENT***

*The Hotel Management*



***In line with its commitment to safeguarding employee rights and ensuring fair treatment, the Hotel implements and maintains effective and transparent complaint management procedures for issues related to unfair treatment, harassment, or health and safety concerns in the workplace.***

Before filing an official complaint, employees are encouraged to review the relevant policy affecting their issue and to resolve minor disputes with the assistance of their department supervisor.

If the informal complaint is not resolved fairly and constructively within 15 days, employees may submit a formal complaint.

### ***Employees may submit complaints in cases where:***

- They have been subjected to harassment in the workplace.
- Their health and safety have been jeopardized.
- They have witnessed poor supervision or behavior.
- There have been changes to their employment contract without their consent.
- There have been violations of the Hotel's policy.
- There is a dispute between colleagues, suppliers, or management.

### ***Complaint Submission Process:***

In cases where an employee at the hotel wishes to express a complaint to management, the following procedure will be followed:

1. The employee requests a meeting with their department supervisor. During this meeting, the employee presents their complaint to the department head and provides relevant clarifications. A dialogue discussion takes place, and if the employee is satisfied with the director's responses or the proposed actions for resolving the issue, the complaint is considered resolved.
2. If the supervisor's response or proposed resolution does not resolve the employee's complaint or if there is a delay in implementing the proposed solution, the employee can send an email or complete the "Complaint Form" to the Hotel Manager.

In this case, both the Hotel Manager and the department supervisor address the issue, calling the employee for a meeting. The employee presents their views, a dialogue occurs, and the Hotel Manager then informs the employee about the resolution or reasons for non-resolution.

3. If the employee is not satisfied with the resolution of their complaint proposed by the Hotel Director, they may submit a new "Complaint Form" or send a new email, outlining the reasons why they believe the adopted resolution is incorrect or unsatisfactory.

In this case, a committee will address the matter, consisting of members to be agreed upon, which will include the previous parties (Management, Department Head, Employee) as well as a representative of the employees and/or the hotel's legal advisor. The decision of this committee will be communicated officially (via email and/or by letter) and will result in the final closure of the employee's complaint submission process.

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### ***Company Responsibilities***

The Hotel is responsible for:

- Accepting and thoroughly investigating all complaints.
- Resolving complaints within 3 weeks.
- Treating both the complainant and the accused fairly throughout the complaint process.
- Ensuring protection against retaliation when employees file complaints against management.
- Organizing mediation meetings to resolve complaints.
- Maintaining high confidentiality throughout the complaint process.
- Investigating all appeals filed.
- Ensuring implementation and enforcement of the final decision.
- Keeping accurate and comprehensive records of complaints.

### ***Confidentiality***

Employees, including senior management, may be required to sign a Confidentiality Agreement that prevents them from discussing complaints before and after their resolution with third parties. Employees or hotel executives against whom complaints or allegations have been filed are not permitted to discuss the matter or its details with any other employee or executive of the hotel who is not directly involved in the resolution of the complaint or allegation.

### ***Policy Violations***

If it is determined that an employee has violated the complaint procedure policy, they may face disciplinary review and consequences for intentionally violating the hotel's policy. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If an employee is found to have committed the act they are accused of, the Hotel will adhere to the Unified Disciplinary Procedure to ensure the issue is resolved fairly and in accordance with company policy.

For any clarification or information, please contact the Management.

10/03/2023

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The Management