

Human Resources Management Policy

V: COMPLAINTS AND COMPLAINTS MANAGEMENT POLICY



The Management of Anissa Beach & Village Hotel, based in Anissaras, Municipality of Hersonissos, Crete, in the context of its actions to defend the rights and proper treatment of its staff, implements and maintains effective and transparent procedures for handling complaints that employees may submit about unjustified treatment, harassment and/or health and safety problems in the workplace

Before filing a formal complaint, the Hotel asks all employees to review the policy that directly affects their complaint and encourages employees to resolve minor disputes with the help of their Head of Department.

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

Employees can complain when:

- They have been victims of harassment in the workplace.
- Their health and safety have been put at risk.
- Have witnessed poor supervision and/or behavior
- There are changes to the employment contract without their consent.
- The hotel's policy guidelines have been violated.
- There was a dispute between colleagues, suppliers and/or management

The Hotel also acknowledges that each case is different and this list is subject to change depending on the definition submitted.

Submit a Complaint

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

1. The employee requests a meeting in the office of the Head of his department. During this meeting, the employee reports his complaint to the Head of his department and provides relevant clarifications. An interactive discussion takes place and if the employee is satisfied with the answers of the Manager or the actions proposed by him to resolve the problem, the complaint is considered to have been settled.
2. If the Supervisor's response or the resolution he chooses does not resolve the employee's complaint or if the Manager is late in implementing the solution proposed, then the employee may send a relevant e-mail or fill in the relevant "Complaint Form" to the Hotel Manager.

In this case, the matter is dealt with jointly by the Director and the head of the department, inviting the employee to a meeting. During this meeting, the employee presents his/her views, an interactive discussion takes place and, following a decision of his/her Manager, the employee is informed as to how his/her complaint is resolved or the reasons for not resolving it.

3. In case the employee is not satisfied with the resolution of his complaint proposed by his Manager, he can submit a new "Complaint Form" or send a new e-mail, stating the reasons why he believes that the solution adopted is not the right one or does not satisfy him.

In this case, the matter is dealt with by a committee consisting of members who will be co-decided and in addition to the previous ones (Management, Supervisor, Employee) a representative of the employees and / or legal advisor of the hotel will participate. The decision of this committee is officially notified (by e-mail and / or letter) and entails the final closure of the present complaint procedure of the employee.

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Corporate Responsibilities

The following are the responsibility of the Hotel

- The acceptance and thorough investigation of all complaints.
- Resolution of the complaint within 3 weeks.
- The fair treatment of both the complainant and the accused throughout the complaints procedure.
- Ensuring non-retaliation when employees file a complaint against management.
- The organization of meetings as mediation for the resolution of complaints.
- The entire complaints process is governed by a high degree of confidentiality.
- The investigation of all appeals that will be brought.
- Ensuring implementation and implementation of the final decision.
- Maintain 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 they are resolved with third parties. Hotel employees or executives against whom complaints or complaints have been filed may not discuss the matter or its details with any other employee or executive of the Hotel who is not directly involved in resolving the complaint or of the complaint.

Policy Violations

If an employee is found to have violated the policy of the complaints procedure, then he may be subject to disciplinary review and consequences for the intentional violation of the Hotel's policy. The seriousness of each case will determine the type of disciplinary action, which may include oral or written warning, suspension and/or dismissal.

If an employee is clearly proven to have committed the act of which he is accused, the Hotel will adhere to the Uniform Disciplinary Procedure to ensure that the matter is resolved fairly and in accordance with company policy

For any clarification and information you may contact the Management

01/12/22

The Management