



POLICY & PROCEDURE

POLICY NO	P&P/HR/021/10	DEPARTMENT	Human Resources
DATE OF ISSUE	13 September 2010	DIVISION	
LAST UPDATE		APPROVED BY	General Manager
SUBJECT	GRIEVANCE HANDLING		

PURPOSE

The purpose of this policy is that the hotel shall dispose off any grievance or complaint from employees at any level, where and whenever it may arise.

POLICY

It is the policy of the resort to recognize the value and importance of full discussion in clearing up misunderstandings, and the need to make every reasonable effort to preserve harmony

PROCEDURE

- 3.1. Any employee stating that he/she have a grievance may immediately lodge such grievance with his/her supervisor or Department Head.
- 3.2. If within 3 (three) working days the grievance or complaint has not been resolved to the satisfaction of both parties, the matter shall be referred to the Human Resources Manager.
- 3.3. If no solution is found by the Human Resources Manager within 3 (three) working days, the matter shall then be referred to the General Manager or his delegate for conciliation, mediation and arbitration.
- 3.4. Time limit for grievance.
Any grievance which is not brought up under this article within 7 (seven) days of its arising will be deemed to be baseless or condoned and shall be considered null and void.

APPROVED BY			1
Department Head	Financial Controller	General Manager	
Date	Date	Date	