



Terms and Conditions for Employee Manual Clauses

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PROCEDURES FOR HANDLING COMPLAINTS

Example 1

In House Dispute Resolution/Grievance Procedures

All employees are encouraged to forward complaints to management or the Human Resources Department for in-house dispute resolution. All grievances will be taken with the utmost seriousness and will also be examined by the General Manager. Should any employee require assistance from their own legal council, the company will cover the involved expenses. Should the in-house decision be unacceptable to an employee, he/she can appeal it without complicating the relationship with the company.

Example 2

ABC - Steps For Handling Complaints

First, Listen to the Guest. Make sure you understand what the guest is saying before you respond. Don't assume you know what the guest will say next.

- ② Apologize for the problem Say, "I'm sorry you're having this problem, Show the guest you are willing to take responsibility for solving the problem and that you care.
- ② Be understanding. Recognize how the guest is feeling. If the guest is angry try to deal with that anger before trying to look for a solution.
- ② Correct the problem quickly. The faster you can resolve a problem, the better. Solving a problem on the spot is better. If not make sure the problem is solved as soon as possible. If it takes a long time to solve the problem, keep the guest informed about the progress.

If it can't be solved

- ② Discuss what the Customer wants done Ask what other options or alternatives would be acceptable ② Explain what actions you will take State what options or alternatives you are willing to take, and explain your reasons. In some cases, you may need to negotiate a solution if the guest's request is unreasonable. Also, be careful about over - promising.
- ② Follow through on the solution you've agreed upon. Make sure you take responsibility to do what you promised.

Example 3

Grievance Procedure

We recognize that your grievance, if not quickly resolved to the mutual satisfaction of yourself and the [company], can lead to deterioration in individual and group commitment to our goals. An effective grievance handling procedure will enable us to build and maintain sound employee relations based on fairness and trust.

In the event that you have a grievance, you should first approach your Supervisor or Department Head who will review the matter and give their decision within a maximum of 5 working days.

If you are still aggrieved by the decision following your discussion with your Department Head, you should approach your Division Head with a summary of your concerns. Your Division Head will review the matter, and under normal circumstances, give their decision within a maximum of 5 working days.

Should you still be dissatisfied with the decision, the matter will be brought to the attention of the Director of Human Resources and General Manager who will give a decision within a maximum of 5 working days. The decision made at this stage will be final.

All grievances should be submitted in writing at every level. Every effort will be made to resolve the problem to the mutual satisfaction of all concerned.

Example 4

To foster sound employee-employer relations through communication and reconciliation of workrelated problems, [company] provides employees with an established procedure for expressing employment related concerns. In situations where employees feel a complaint is in order, the following steps should be taken:

- ② If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with his/her immediate supervisor.
- ② If the situation is not resolved within five working days from the time the complaint is discussed with the employee's immediate supervisor, barring extenuating circumstances, it should be brought to the attention of the next level supervisor or the General Manager with written documentation. The company will attempt to resolve the complaint within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible.