

HOW TO HANDLE COMPLAINTS AND GRIEVANCES

The company is interested in how you feel about your job. Your complaints or problems, no matter how large or small, are of concern to us. After all, we know that if you are satisfied with your job, you will work harder and be of more value to the company, your co-workers, and yourself.

We want to provide you with an effective and acceptable means of bringing your problems and complaints to our attention. Therefore, we have established a complaint procedure to be used by all of us. It is our policy to let you tell your side of the story, and we have no intention of penalizing anyone for expressing his or her point of view.

The sole purpose of our complaint procedure is to help you work out, to the satisfaction of both you and anyone else concerned, any complaint or problem that you might have. Remember, the only way we can understand and help you with your problem or complaint is if you come to us and explain your individual situation.

We do not regard the use of this problem solving procedure as a nuisance, but as an opportunity to correct dissatisfaction in job-related practices and policies, and we appreciate your help in this way. Here is how the procedure works:

- 1) Your first step is to discuss the problem with your immediate supervisor. Every effort should be made to resolve the problem at this level to the satisfaction of both parties. The complaint should be discussed with your supervisor within two (2) workdays.

- 2) If your supervisor's answer is not satisfactory, you have the right to submit your complaint in writing to the General Manager. He/she will review all of the facts and circumstances and give you an answer within five (5) working days. The decision of the General Manager is final.

Remember, the only purpose of our complaint procedure is to give you and the company an opportunity to resolve any problems or complaints of any kind. In order for this Open door/Complaint Policy to work, you must want it to work and use it. It is for your benefit. When problems arise, we want to have a chance to correct them if we can.