

Grand Hotel Rogaška | Company SLKI d.o.o. The procedure for submitting employee complaints

Our commitment

Management of the Grand Hotel Rogaška | SLKI d.o.o. this document describes the procedure for how an employee can express a possible complaint or concerns that arise in connection with work at the workplace. This procedure will be explained to the employee when he first joins the company. The description of the procedure is always available to employees at the hotel reception, and employees are reminded of it at least once a year.

Types of complaints

Grievances refer to concerns or concerns employees have about how someone or something is affecting them in the workplace. Some of the cases most often complained about:

- discrimination (regarding pay, promotions, workload,...)
- sexual harassment or abuse
- working conditions
- workplace relations
- other types.

Description of the complaint procedure

If an employee wishes to submit a complaint or problem, he or she initially contacts his or her head of department, to whom he or she submits his or her complaint, which can be verbal or written. The head of the department and the employee first try to solve the problem the employee has informally. If this is not possible, the employee together with the head of the department informs the human resources department of the company about the complaint. The personnel department then prepares a report, informs the company's director about the matter and organizes an official meeting, while an investigation of the facts and circumstances to which the complaint relates is carried out within the company. At the meeting, a decision is then made on what measures will be taken to resolve the complaint.

In cases where the employee's complaint relates to his department head, who is his direct superior, the employee should immediately contact the company's personnel department with the complaint.

The resolution process must be fast, the convening of the meeting must be arranged within one week of the submission of the complaint, and measures to resolve the complaint must be taken no later than three weeks from the submission of the complaint.

Confidentiality of the process

Throughout the entire complaint resolution process, special attention must be paid to ensuring confidentiality at all stages of complaint resolution. It is also necessary to establish levers to prevent retaliation against an employee who files a complaint.

Rogaška Slatina
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GRAND HOTEL ROGAŠKA | SLKI d.o.o.
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