

	RESOURCE LIBRARY – HUMAN RESOURCES Grievance Procedure	<i>CODE:</i> 04.01.058
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OBJECTIVE:目的:

- To ensure employees have a system for addressing their grievances with the management.
确保员工有一种可以解决其对管理不满的制度。
- To prevent barriers getting in the way of the highest possible level of performance.
防止出现阻碍可能达到的最高绩效水平的障碍。
- To maintain the reputation of the company as a fair and honorable employer.
维护公平、可敬的雇主的公司声誉。

APPLICATION:应用:

An employee with a genuine grievance has the right to seek redress and have the matter settled speedily and without prejudice.

一个有真正不满的员工，有权寻求解决办法，毫无偏见地迅速解决问题。

Care should be taken to deal effectively with all grievances. It should not be assumed that they are all made by over-sensitive people. There may be actual cases of bad-management whereby those managers are no longer an asset to the company, but a liability.

应注意有效地处理所有的不满。不要认为有不满情绪的人都是过于敏感的人。可能会有管理不善的实际情况，使一些管理人员不再是公司的资产，而是成为债务。

At the same time, a balance has to be reached so that managers are supported in the decisions they make and do not have their authority undermined in front of their staff. This has to be achieved without compromising the grievance procedure.

同时，必须达到平衡，使管理人员所做的决定得到支持，且不会削弱他们在员工面前的权力。这一目的要在不妥协申诉程序的情况下实现。

Genuine grievances such as racial or sexual harassment must be treated very seriously and addressed immediately using the disciplinary procedure if necessary.

种族或性骚扰等真正的不满，必须严肃地对待,如有必要，立即采用纪律处分程序予以解决。

Managers, on appointment, should be made aware of and understand the value of the grievance procedure. This is to ensure that the grievance procedure is allowed to work in reality and does not become a well-intentioned policy on paper only.

经理们在任命时就应了解和理解申诉程序的价值。这是为了确保申诉程序能够实际上生效，而不会仅仅成为纸面上动机良好的政策。

STATEMENT OF POLICY

政策声明

1. The company values the diversity of personal interests, race, religion, color and sexes and will aim to always provide equal opportunity and a positive working environment.
际酒店集团重视个人利益、种族、宗教、肤色和性别的多样性，并致力提供平等的机会和积极的工作环境。

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2. The grievance procedure is in place to enable employees who have a complaint (arising from their employment to have it dealt with at the nearest appropriate level as quickly as possible.
 申诉程序落实到位，从而能够以最适当的水平尽快处理有抱怨的员工（源于其雇用）。

3. The following procedure applies to grievance reporting:

以下程序适用于申诉报告：

Informal stage非正式阶段:

Before reporting a grievance the employee has the right to approach the Personnel Manager for unofficial, informal and confidential advice.

在报告不满之前，员工有权接近人事部经理，征求非正式机密建议。

First Formal Stage第一正式阶段:

In the first instance all grievance are to be raised by the employee with his/her immediate supervisor. The employee will be able to completely state the grievance, which will be thoroughly and seriously discussed.

The outcome of this stage may be further investigation and / or immediate action.

The employee will receive feedback from their immediate supervisor within five working days.

首先，员工向其顶头上司提出所有的不满。员工能够完全说出其不满，并将彻底、认真地进行讨论。

这一阶段的结果可进一步调查和/或立即采取行动。

员工将在五个工作日内收到其顶头上司的反馈。

Second Formal Stage第二正式阶段:

If the employee is not satisfied that the problem has been satisfactorily dealt with at the previous stage, the employee may bring the matter up with the next higher level – with the prior knowledge of his/her immediate supervisor.

A decision will be given within ten working days unless extended by mutual consent.

如果员工对前一阶段已得到妥善处理的问题不满意，员工可根据其顶头上司的先验知识将问题提到下一个更高的水平。

除经互相同意延期外，将在10个工作日内作出决定。

Final Stage最后阶段:

The procedure will be considered exhausted at General Manager level or at company CEO level for Department Heads.

申诉程序将在总经理级或部门主管的公司CEO级作出最后考虑。

4. The procedure will be carried out in the strictest of confidence and will not affect an employee’s current or future career prospects unless the grievance was made in a malicious way with the intentions falsely accuse an innocent party.

申诉程序将在严格保密情况下进行，并不会影响员工目前或未来的职业生涯前景，以恶意方式进行申诉、存心诬陷无辜的一方的除外。