**Policy Brief and purpose**

This Grievance Procedure policy will explain how employees can voice their complaints in a constructive way. Supervisors and senior management should know everything that upsets / annoys employees or hinders their work so they can resolve it as quickly as possible. This policy will be as fair as possible so employees can be heard and voice their conflicts.

General Games Company encourages employees to communicate their grievances. That way we can create and keep a supportive and pleasant workplace for everyone.

**Scope**

The Grievance Procedure policy and who it refers to is everyone in the company regardless of status or position.

**Policy Elements**

**Grievance Definition**

General Games Compony defines grievance as any complaint, problem, or concern of an employee regarding their workplace, job, and co-worker relationship.

Employees can file a grievance for any of the following reasons:

* Workplace Harassment
* Health and safety
* Supervisor behaviour
* Adverse changes in employment conditions
* Contract violation that can make you feel negatively affected by an employer.

This list is not exhaustive; However, Employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

* Reach out to their direct supervisor or HR department
* File a grievance form explaining the situation in detail.
* Refuse to attend formal meetings on their own.
* Appeal on any formal decision.

Employees who face allegation have the right to:

* Receive a copy of the allegation against them.
* Respond to the allegations
* Appeal on any formal decision

General Games Company is obliged to:

* Have a formal grievance procedure in place
* Communicate the procedure.
* Investigate all grievances promptly
* Treat all employees who file grievances equally.
* Preserve confidentiality at any stage of the process.
* Resolve all grievances when possible
* Respect its no-retaliation policy when employees file grievances with the company or external agencies.

**Procedures**

Employees are encouraged to talk to each other to resolve their problems. When this isn’t possible employees should know how to file a grievances policy form:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter with them and resolve it. In that case they are advised to request an informal meeting with them. Supervisors should try to resolve any grievances as quickly as possible. When they are unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. If the grievance relates to a supervisor behaviour that can bring disciplinary action such as but not limited to sexual harassment or violence. Employees should directly refer to the HR Department or the next level supervisor.
3. Accommodate the procedure Outline Below

The HR department (or any appropriate person in the absence of an hr department) should follow the procedure below:

1. Ask employee to fill out a grievance form.
2. Talk with the employee to ensure the matter is understood completely.
3. Provide the employee who faces allegations with a copy of the grievance.
4. Organize mediations procedures such as arranging a formal meeting.
5. Investigate the matter or ask the help of an investor when needed.
6. Keep employees informed throughout the process.
7. Communicate the formal decision to all employees involved.
8. Take actions to ensure the formal decision is adhered to.
9. Deal with appeals by gathering more information and investigating further.
10. Keep Records of all accurate information.

This procedure may vary according to the nature of a grievance for example: if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.