

V: COMPLAINTS AND ALLEGATIONS MANAGEMENT POLICY

*The Management of **MINOS COLLECTION** Hotels, based in Rethymno, Crete , as part of its efforts to protect the rights and proper treatment of its staff, implements and maintains effective and transparent procedures for handling complaints that employees may submit regarding unfair treatment, harassment and/or health and safety issues in the workplace*

Before submitting a formal complaint, the Hotel asks all employees to review the policy that directly affects their complaint and encourages employees to resolve minor disputes with the help of their department manager.

If the informal complaint is not resolved fairly and constructively within 15 days, employees can submit a formal complaint.

Employees can submit complaints when:

- They have been victims of harassment in the workplace.
- Their health and safety have been put at risk.
- They have witnessed poor supervision and/or behavior.
- There have been changes to their employment contract without their consent.
- Hotel policy guidelines have been violated.
- There has been conflict between colleagues, suppliers, and/or management.

Submitting a Complaint

In cases where a Hotel employee wishes to express a complaint to Management, the following procedure shall be followed:

1. The employee requests a meeting with their department manager. During this meeting, the employee explains their complaint to their department manager and provides relevant clarifications. A dialogue takes place and, if the employee is satisfied with the responses of the Director or the actions proposed by him to resolve the problem, the complaint is considered to have been settled.
2. If the Head's response or the solution they choose does not resolve the employee's complaint, or if the Director delays in implementing the proposed solution, the employee may send an email (e-mail) or fill in the relevant "Complaint Form" to the Hotel Manager.

In this case, the Director and the department head will jointly take up the matter, inviting the employee to a meeting. During this meeting, the employee shall present their views, a dialogue shall take place, and following a decision by the Director, the employee shall be informed of how their complaint has been resolved or the reasons why it has not been resolved.

3. If the employee is not satisfied with the resolution of their complaint proposed by their manager, they may submit a new "Complaint Form" or send a new email, stating the reasons why they believe that the resolution adopted is not appropriate. Complaint Form" or send a new e-mail, stating the reasons why they believe that the solution adopted is not correct or does not satisfy them.

In this case, the matter will be referred to a committee consisting of members who will decide jointly and, in addition to the above (Management, Supervisor, Employee), a representative of the employees and/or the hotel's legal advisor will also participate. The decision of this committee shall be communicated and officially notified to the employee (by email and/or letter) and shall result in the final closure of the employee's complaint procedure.

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Corporate Responsibilities

The following are the responsibilities of the Hotel

- Accepting and thoroughly investigating all complaints.
- Resolving the complaint within 3 weeks.
- Fair treatment of both the complainant and the accused throughout the complaint process.
- Ensuring no retaliation when employees file complaints against management.
- Organization of meetings as mediation to resolve complaints.
- The entire complaint process is governed by a high degree of confidentiality.
- The investigation of all appeals lodged.
- Ensuring that the final decision is implemented and enforced.
- Keeping accurate and comprehensive records of complaints

Confidentiality

Employees, including senior management, may be asked to sign a Confidentiality Agreement that prevents them from discussing complaints with third parties before and after they have been resolved. Employees or executives of the Hotel against whom complaints or allegations have been made may not discuss the matter or its details with any other employee or executive of the Hotel who is not directly involved in the resolution of the complaint or complaint.

Policy Violations

If it is found that an employee has violated the complaint procedure policy, then he or she may be subject to disciplinary review and consequences for the intentional violation of the Hotel's policy. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If an employee is clearly found to have committed the act of which they are accused, the Hotel will follow the Standard Disciplinary Procedure to ensure that the matter is resolved fairly and in accordance with company policy.

For any clarification and information, please contact the Management at

01/04/2024

The Management