

SYSTEM FOR HANDLING EMPLOYEE COMPLAINTS

This regulation governs the procedure for dealing with employee complaints concerning the exercise of rights and obligations arising from the employment relationship.

1. Employees shall have the right to lodge a complaint concerning the exercise of rights and obligations arising from employment relationships. The right to lodge a complaint shall be available to all employees performing work for the employer under one of the employment relationships, i.e. performing work under an employment relationship, under a contract of employment or under an agreement to perform work.
2. The employer shall not penalise or disadvantage an employee in any way because he/she is legally asserting his/her rights arising from employment relations.
3. Complaints may be made in writing or orally; if a complaint is made orally and cannot be dealt with immediately, the supervisor shall make a written record of it. The complaint should be as specific as possible. It should contain all known facts.
4. The complaint may be made to the supervisor or the Chief Executive Officer. In the complaint, the employee shall state what he or she perceives to be a violation of rights or obligations by the employer or its managers.
5. The employer will not consider or investigate complaints submitted anonymously. However, an anonymous complaint may be investigated if its content reveals serious findings.
6. A complaint by an employee shall be dealt with, according to its content, by the senior member of staff who is the employee's immediate superior. The complaint of a staff member may not be handled by the superior of the manager against whom the complaint is directed. In that case, the complaint shall be handled by the managing director.
7. The investigation of the complaint shall be carried out by the supervisor together with the Managing Director. For the investigation of the complaint, the parties are obliged to find out the necessary facts. Employees are obliged to provide the investigating members with the necessary data or documents upon request. The investigation of a complaint must ensure the protection of the personal data of the employee making the complaint, as well as the personal data of employees or other persons, if they are necessary for the investigation. The written conclusion shall be submitted by the members to the remaining directors of the company for decision within 30 days of receipt of the complaint. The statutory body, or the executive directors collectively, are required to make a decision within 5 days of receipt of the written conclusion of the investigation of the complaint.
8. The decision on the outcome of the investigation of the complaint shall be discussed by the employer with the employee. If the complaint is justified, the senior member of staff who is authorised to investigate the complaint shall be obliged to determine remedial measures to ensure that the defective condition is rectified. The employee who has made the complaint shall also be informed of the action taken.
9. The employer shall bear the costs associated with the investigation of complaints and the activities of the committee.
10. The internal regulations are available in electronic form on the employer's intranet in the internal regulations section.

In Ostrava 2.9.2024,

Bc. David Valový, CEO