## GRIEVANCES

If you have an issue with another team member, then you should only speak to someone who can do something about it, and not to other team members and start a gossip session. The people who can do something about it are either the person with whom you have the issue or management.

If you feel that you can discreetly approach that person, away from clients or other team members, calmly state your view and attempt to resolve the matter yourself. If the conversation should show signs of degenerating you should politely terminate it and bring the matter to the attention of management.

You should not listen to grievances from another team member about someone else, but direct them to speak to somebody who can do something about the issue.

Regardless of how you may feel about another team member from time to time, you should always watch how you speak and react in front of clients.

They observe and hear everything that goes on around them, and we don’t want to project any disharmony that might make them feel uncomfortable.

### FLOW CHART OF REPORTING OF GRIEVANCES