

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.

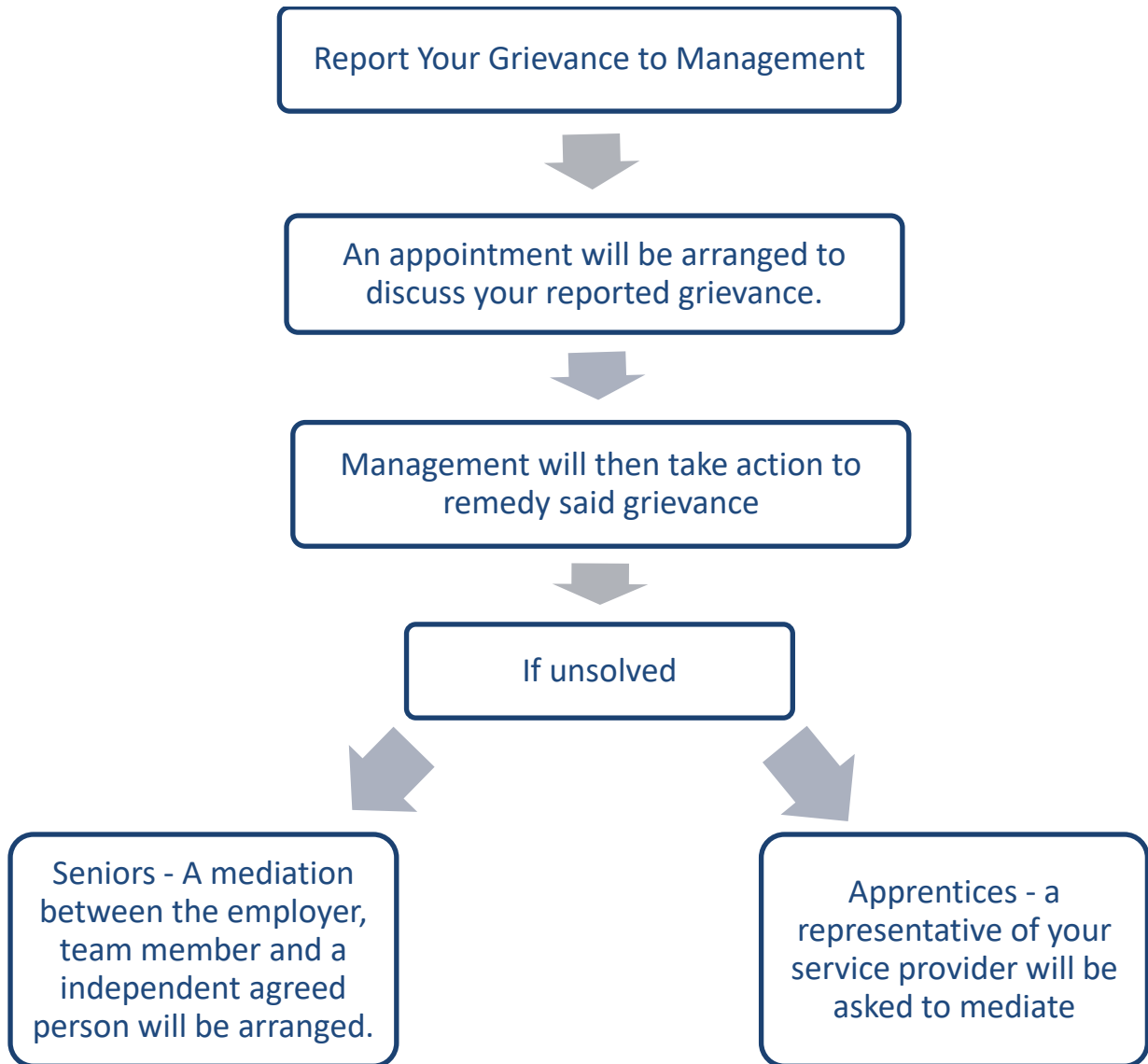
You should not listen to grievances from another team member about someone else, but direct them to speak to somebody who can do something about the issue.

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.

This resource is property of the Aesthetic Beauty Industry Council. This document must not be distributed to other individuals or businesses without permission, doing so is a breach of copyright. This information provided is general in nature and does not constitute legally binding advice. ABIC will endeavour to update the information in this document and on our website as needed from time to time, however information can change without notice and ABIC does not guarantee the accuracy of information provided, including information provided by third parties at any time. We strongly recommend reading ABIC's standard Terms and Conditions and our website's Terms of Use in conjunction with the information provided.

FLOW CHART OF REPORTING OF GRIEVANCES



This resource is property of the Aesthetic Beauty Industry Council. This document must not be distributed to other individuals or businesses without permission, doing so is a breach of copyright. This information provided is general in nature and does not constitute legally binding advice. ABIC will endeavour to update the information in this document and on our website as needed from time to time, however information can change without notice and ABIC does not guarantee the accuracy of information provided, including information provided by third parties at any time. We strongly recommend reading ABIC's standard Terms and Conditions and our website's Terms of Use in conjunction with the information provided.