



# Bitsmedia Holdings Ltd

## Employee Complaints and Feedback Management Policy

Version Number	Description of Amendments	Made By	Policy Effective Date
1	Creation of Policy	Ana Misbari	25 March 2024



## **EMPLOYEE COMPLAINTS AND FEEDBACK MANAGEMENT POLICY**

Bitsmedia Holdings Ltd group of companies (“**Bitsmedia**”) purpose of this Employee Complaints and Feedback Management Policy (“**Policy**”) is to establish a formal and transparent process for employees to submit complaints and provide feedback within the organization. This Policy aims to create an environment where employees feel heard, supported, and confident that their concerns will be addressed in a fair and timely manner. This policy applies to all employees of the organization, regardless of position or tenure.

### **1. Complaints and Feedback Process**

#### **1.1 Submission**

Beyond the direct managers/supervisors, employees are also encouraged to submit complaints or feedback through the designated channels provided by the organization. This may include email, online feedback form or direct communication with the People's Team.

#### **1.2 Confidentiality**

All complaints and feedback will be treated with the utmost confidentiality. Bitsmedia is committed to protecting the privacy of the individuals involved to the extent permitted by law.

#### **1.3 Initial Assessment**

Upon receiving a complaint or feedback, People's Team will conduct an initial assessment to determine the nature and severity of the issue. This assessment will guide the appropriate course of action.

#### **1.4 Escalation**

If necessary, People's Team will escalate the complaint to the top management for further investigation.

#### **1.5 Investigation**

An impartial investigation will be conducted for each complaint. All parties involved will be given an opportunity to present their perspective. The investigation will be conducted promptly, thoroughly, and with sensitivity to the individuals involved.



### **1.6 Resolution**

Upon completion of the investigation, Bitsmedia will take appropriate action to address and resolve the complaint. This may include corrective measures, counseling, training, or other interventions as deemed necessary.

### **1.7 Feedback Mechanism**

Employees who submit complaints or feedback will be informed of the outcome and any actions taken. Constructive feedback from employees will be valued and used to improve organisational policies and practices.

## **2. Types of Feedbacks**

The company can receive various types of feedback from different sources. Here are some common types of feedback that we are expected to receive, including but not limited to:

### **2.1 Employee Feedback (360-Degree Form)**

**Positive Feedback:** Employees share positive experiences, appreciation for support, or recognition for their work.

**Negative Feedback:** Employees express concerns, issues, or dissatisfaction with work conditions, management, or company policies.

### **2.2 Training and Development Feedback**

**Training Effectiveness:** Feedback on the effectiveness of training programs and workshops.

**Skill Development:** Employees provide feedback on their experience with skill development initiatives.

## **3. Employee Engagement and Satisfaction Surveys**

Bitsmedia will also regularly conduct employee engagement and satisfaction surveys within the organization. The surveys aim to assess the overall well-being, job satisfaction, and engagement levels of employees, providing valuable insights for continuous improvement in the workplace

### **3.1 Survey Administration**



Surveys may be administered through online platforms. Employee engagement and satisfaction surveys will be conducted either annually or as needed (depending on the survey content) to gather comprehensive feedback from employees.

### **3.2 Survey Content**

The survey will cover a range of topics, including but not limited to:

- Company events and programs - pre & post
- Job satisfaction
- Work-life balance
- Communication effectiveness
- Career development opportunities
- Team collaboration
- Leadership effectiveness
- Recognition and rewards
- Organizational culture and values

### **3.3 Confidentiality**

Survey responses will be treated with the utmost confidentiality. All efforts will be made to ensure that individual responses are anonymous, fostering honest and open feedback.

### **3.4 Participation**

All employees are strongly encouraged to participate in the surveys to ensure a representative and comprehensive understanding of the organization's overall employee satisfaction and engagement levels.

### **3.5. Communication**

Employees will be informed about the survey, its purpose, and the confidentiality of their responses. Clear communication will be maintained throughout the process, including reminders and updates on survey progress.

### **3.6 Survey Analysis and Action Planning**

The collected survey data will be analyzed by the People's Team. The results will be compiled into a comprehensive report that highlights key findings and areas for improvement primarily for management review.



### **3.7 Reporting**

The survey results will be shared with the top Management team for review.

### **4. Non-Retaliation**

The organization strictly prohibits retaliation against any employee who submits a complaint or provides feedback. Retaliation is a serious violation of this policy and will be subject to disciplinary action.

### **5. Communication**

This policy will be communicated to all employees through employee handbooks, orientation programs, and other appropriate channels.

### **6. Review and Revision**

Employee complaint/input/survey mechanisms are reviewed at least every other year, with input from employees themselves into the process.

This policy will be periodically reviewed and revised as necessary to ensure its effectiveness and compliance with applicable laws and regulations.