



申訴及有關程序

在不受歧視、污蔑或騷擾的環境工作，是所有僱員的權利。僱員如果認為這項權利被侵犯，應可提出申訴而不用害怕報復，並預期：

- (i) 投訴會按照明確的既定程序受理；及
- (ii) 不論投訴人或涉嫌引起投訴者的年齡，處理投訴的程序都是一樣。

我們鼓勵僱主設立內部申訴程序，處理與年齡歧視有關的投訴。僱主應向員工解釋申訴程序，並鼓勵員工在有需要時依循程序表達不滿。僱主也應不時檢討程序，確保能夠切合需要。我們亦鼓勵僱主與僱員一同制訂處理投訴的程序，容許涉及事件的雙方有機會協商或和解，以及讓中立的第三方介入調停。

GRIEVANCE AND RELATED PROCEDURES

All employees have the right to work in an environment that is free from discrimination, vilification or harassment. Where an employee feels that this right has been contravened, he or she should be able to lodge a complaint without fear of reprisal, and in the expectation that:

- (i) it will be handled according to a set of clearly laid down procedures; and
- (ii) the complaint will be handled in the same way, regardless of the position of the complainant or the alleged perpetrator.

We encourage employers to establish internal grievance procedures to deal with complaints of discrimination on the ground of age. These procedures should be explained to staff who should be encouraged to use them where necessary and should be reviewed on a regular basis to ensure that they are relevant. Employers and employees together are also encouraged to draw up procedures for redressing grievances, which should allow for discussion or conciliation between the parties concerned as well as the intervention of a neutral third party.