

Insert company Logo



| Policy Name: | **Grievance Redressal Policy** |
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| Policy Number: |  |
| Version: | Effective Date: |

|  | **Name** | **Designation** | **Signature** | **Date** |
| --- | --- | --- | --- | --- |
| Prepared By: |  |  |  |  |
| Reviewed By: |  |  |  |  |
| Approved By: |  |  |  |  |

| **Date** | **Version** | **Summary of Change** |
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# **DEFINITION**

1. **Grievance** refers to an official statement of a complaint over something believed to be wrong or unfair.
2. **Grievance Redressal Officer (GRO)/ Committee** is a person or group of members who is/are in charge of handing and resolving all the complaints raised by any member working in the Organization.
3. **Complainant** is a person or an employee who has raised a grievance or concern.
4. **Aggrieved Person** refers to a person who is discontented or distressed.
5. **Company/ Organization** means all the businesses which are under the umbrella of ***“Company Name”*** group.
6. **Member/ Employee** means a person employed with ***“Company Name”*** at all levels for wages or salary.
7. **Management** means the group of individuals that operate at the higher level at ***“Company Name”*** and have day-to-day responsibility for managing all individuals and maintaining responsibility for all the key business functions.

# **PURPOSE**

* To provide a mechanism for individual employees to raise a grievance arising from their employment.
* To ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.
* To create a healthy working environment for all the employees.

# **APPLICABILITY**

The policy is applicable to all members of the ***“Company Name”*** across all the locations and branches.

# **RESPOSIBILITY & ACCOUNTABILITY**

Reporting Manager, Grievance Redressal Officer (GRO)/ Committee, Human Resources Department, Management.

# **POLICY**

***“Company Name”*** believes in maintaining good relationship with the employees to maintain and preserve the dignity of the employee. Good employer employee relationships go a long way in preserving the employees for a longer tenure and in building their trust. Any sort of dissatisfaction or discontent among the employees, if attended, makes the employee feel a sense of lack of justice and fair play and the complaint then assumes a status of grievance. A grievance needs to be redressed in order to bring about the smooth functioning of the individual in the organization. Accordingly, the Staff Grievance Redressal Policy has been put in place which will offer an open communication channel for all the employees to discuss their grievances.

## **COVERAGE**

Employee grievances can be filed in cases of employee dissatisfaction/complaint as described below:

* + Any discontent related to infrastructure which hinders the smooth functioning of the activities of the employee or jeopardizes health and safety of the employee.

For example these may include health, sanitation or safety related issues, or software and hardware related problems.

* + Any discontent related to salary, incentive and employee loan.
	+ Any discontent related to processing of bills

For example travel and lodging, delay in receiving stationery from Head Office, delay in joining formalities etc.

* + Any concern relating to leave and attendance.
	+ Proper training not received by staff or training not useful/adequate for the role.
	+ Improper work sharing within the team, a particular person burdened with work, long working hours etc.
	+ Any discontent related to delay in appraisals and promotions or transfers.
	+ Delay in receiving leaves and working on holidays.
	+ Female employee facing sexual discrimination at workplace or workplace safety not maintained for women.
	+ Gaps in communication of policy changes, non-availability of contact information of senior staff.

The examples mentioned above are only indicative and not exhaustive. In case of any such unsolved complaints, the employee can choose to use the grievance policy. Also, to seek any long awaited information sought by the employee from any support department at Head Office, the employee can route his/her grievance through the Grievance Redressal Officer/ Committee.

## **DISQUALIFICATION**

* All grievances related to fraud/suspected fraud or sexual harassment at workplace will be covered under ‘The Whistle Blower Policy’ and ‘Sexual Harassment Policy’ respectively and is excluded from the purview of this policy.
* Any grievance raised by more than one employee and is of collective nature. The Grievance Redressal Officer/ Committee shall only entertain cases raised by individual employees.

## **PROCEDURE FOR FILING OF GRIEVANCES**

* **Phone Call:** Employees can contact the Grievance Redressal Officer/ Committee at ***“phone number”.***
* **Written Complaint**: Employees can write to ***“email id”*** or post their written complaint on HRIS software (if any).
* **Walk ins:** Employees can meet the Grievance Redressal Officer in person at Head Office and register their grievance.

## **GRIEVANCE REDRESSAL MECHANISM/ ESCALATION PROCESS**

* The Employee must make all efforts to resolve the grievances at the immediate or next supervisor level in Weekly Review Meetings (applicable for Operations Team).
* If the staff member has communicated the issue but no solution is given within the reasonable time or he/she is not satisfied with the solution provided he can contact the next immediate supervisor or the Grievance Redressal Officer at the Head Office in case the immediate supervisor reports directly to the Head Office. The staff member can also use the above channel if he/she has a grievance against his supervisor.
* After passing through the above steps if the staff is not satisfied then he can escalate his issue directly to the Grievance Redressal Officer at Head Office. The employee can choose to remain anonymous. Employees can give written complaint in closed envelope marked in Private and Confidential and marked to Grievance Redressal Officer.
* At the head office, the Grievance Redressal Officer has to maintain the log of grievances in the “Grievance excel sheet” and provide complaint reference number to the complainant within 1 working day. He/she is required to maintain the details of the open complaints, complaints in progress and the complaints closed.
* The Grievance Redressal Officer shall forward the complaint to the relevant department within 1 day of receipt of the complaint.
* The Department will in turn inform the GRO about the closure of the employee grievance. If the GRO does not receive any feedback from the concerned department within a period of 7 days, then the issue will be escalated to the Department Head. The Grievance Redressal Officer will ensure that the grievance is resolved within a period of 14 days. The GRO will hence communicate to the staff the resolution as provided by the department.
* In case the Grievance is baseless or cannot be resolved, the GRO will communicate the same to the complainant concerned over phone or by email.
* If the Complainant is still unsatisfied with the resolution that is communicated by the GRO then he can contact the Grievance Redressal Committee in the Head Office which is mentioned in **Annexure 1.**

The aggrieved employee can also meet the committee member/s of the Grievance Redressal Committee personally and explain the issue.

## **CLOSURE OF COMPLAINT**

In any case all attempts will be made to close the complaint within 30 days.

# **RESTRICTIVE CLAUSE**

* + Any exceptions to the above would be at the sole discretion of the Management.
	+ Management reserves the right to change and or modify the policy without stating any reason.
* The organization reserves its right to withdraw this policy without assigning any reason by using its sole discretion which will be binding on all members. The Employees hereby unconditionally agree to all such changes/ amendments/ additions/ deletions/ modifications.
* The Company's reputation and credibility are based upon its total commitment to ethical business practices and also on ethical conduct of its Employees. To safeguard the Company's reputation, Employees must conduct themselves in accordance with the highest ethical standards and also be perceived to be acting ethically at all times. Compliance with all policies of the Company, relevant applicable laws and regulations is the minimum standard which should be adhered to by all the Employees all the times.

# **ANNEXURE 1- Grievance Redressal Committee**

 **ANNEXURE 1**

**GRIEVANCE REDRESSAL COMMITTEE**

| **Sr No** | **Committee Member** | **Description** | **Contact No** | **Email Id** |
| --- | --- | --- | --- | --- |
| **1** | Chairman/Grievance Redressal Committee Head | Member can be from Management or Sr. Management |  |  |
| **2** | Grievance Redressal Officer 1 | Member can be from any department- HR,Finance,Operations |  |  |
| **3** | Grievance Redressal Officer 2 | Member can be from IT, Infra or technical department |  |  |
| **4** | Grievance Redressal Officer 3 | Member can be from Sales and Marketing department |  |  |

**\*Note-** *No of Members can be added or reduced depending on the size of the Organization*.



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