



GRIEVANCE HANDLING POLICY

1. Purpose

The purpose of this policy is to establish a clear and fair procedure for employees, contractors, or stakeholders to raise workplace grievances, and to ensure that all complaints are addressed promptly, impartially, and confidentially.

2. Scope

This policy applies to:

- All employees (permanent, temporary, trainees, apprentices, and contract workers).
- Vendors, contractors, and third-party service providers interacting with the organization.

Grievances may relate to:

- Workplace harassment, discrimination, or unfair treatment.
- Working conditions, wages, and benefits.
- Health, safety, or human rights concerns.
- Violation of company policies, ethical concerns, or misconduct.
- Any other matter impacting dignity, fairness, or workplace well-being.

3. Objectives

- To provide a structured platform for raising concerns without fear of retaliation.
- To resolve grievances fairly, transparently, and at the earliest possible stage.
- To strengthen trust and communication between employees and management.

4. Responsibilities

- **Employee:** Raise grievance in good faith with accurate information.
- **Supervisor/Manager:** Listen, document, and attempt to resolve grievances at department level.
- **HR Department:** Ensure fair investigation, maintain confidentiality, and document outcomes.
- **Grievance Committee:** Review unresolved or serious cases and recommend corrective action.



- **Management:** Approve corrective actions and ensure non-retaliation.

5. Procedure for Grievance Handling

Step 1: Raising the Grievance

- Employee reports grievance verbally or in writing to immediate supervisor/HR.
- In cases of harassment, discrimination, or misconduct by supervisor, the employee may directly approach HR or the Grievance Committee.

Step 2: Acknowledgement

- The grievance will be acknowledged within **3 working days** of receipt.

Step 3: Preliminary Resolution (Department Level)

- Supervisor/Manager attempts to resolve the issue informally within **7 working days**.
- If unresolved, the case is escalated to HR.

Step 4: Formal Investigation (HR/Grievance Committee)

- HR or the Grievance Committee will conduct interviews, review evidence, and gather facts.
- The investigation must be completed within **15 working days**.

Step 5: Decision & Corrective Action

- Findings are documented and shared with concerned parties.
- Corrective actions may include counselling, mediation, training, disciplinary measures, or policy changes.

Step 6: Appeal Process

- If the employee is not satisfied, an appeal may be made to the senior management within **7 working days** of the decision.
- The appeal decision will be final.

6. Confidentiality

- All grievances will be handled with strict confidentiality.
- Information will only be shared with individuals directly involved in resolution.



7. Non-Retaliation

- Employees will not face any retaliation for raising a genuine grievance.
- Retaliation itself will be treated as a serious misconduct.

8. Record Keeping

- HR will maintain a **Grievance Register** with details of complaints, investigations, and resolutions.
- Records will be kept for at least **5 years** or as required by law.

9. Review of Policy

This policy shall be reviewed **every 2 years** or earlier if required due to changes in laws or organizational needs.



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