

# Policy: Grievance

**PL No – 52**

**Issued On – 31/08/2021**

**Applicability – All Employees on Company Roll**

**Total Number of Pages – 2**

All employee be at any level, all location are allowed to raise their grievance with the HR-Head directly. Here Grievance is not limited to some complain but also if you see any practice which is not in the favor of company. If you know of anything that shows dishonesty, stealing or any other such thing which is damaging to company or company's employee, structure, social/market reputation, products, the know-how, data or any other resources of the company. You must in such case raise grievance directly with HR-Head. Since each of the staff member depends upon this company, they have all the rights to correct the issues of it.

If you are finding yourself being targeted to any racial, sexual abuse. Any financial abuse or any kind of mistreatment, you must raise your grievance. If you know of situations where you or someone else is being the victim of their seniors or anything which is harmful happening within the company. You must in such cases raise the grievance with HR-Head.

Here is the sequence →

- 1- First you raise your grievance in written with your immediate senior.
- 2- If the issue is not taken care within 3 days, you should raise the same with your HOD and wait for them to rectify the issue. HODs will have 7 days of time to rectify the issue of the junior staff, also if they are direct senior of someone, still they will have total 7 days.
- 3- If the issues is still not handled then you must raise with the HR-Head directly and wait till 15 days for your issue to resolve.
- 4- If that also fails, you can get in touch with the Management.

However only follow the sequence as told but do not be limited by it. If you have an iota of doubt that you will not be heard or taken seriously, then you can directly approach the HR-Head, bypassing other steps. However in that case HR-Head may require an explanation of why you did not follow the sequence as laid out in this.



**Ease of Grievance** – Those who wish to raise grievance must give it in written in English/Hindi. However they shall not hold themselves by this reason. Cases where they feel any threat or insecurity in giving the same in written, in that they can directly approach the HR-Head and share the grievance with them in person.

Employees can raise grievance anonymously however in that case it must be backed by data and not just hunch. HR department is not here to run the game of cat and mouse.

**Whistleblower Protection** – Cases where there was any grievance was raised which was genuine, in that case the staff raising will have full support and protection from the company. They will not be ill-treated in any manner for raising the Grievance. If they do not want it to be known that they raised the Grievance, their name will not be disclosed with anyone.

**Responsibility of seniors and HODs** – If you are a senior of HOD, then you must see first the genuineness of the matter being raised, if you find that the matter needs to be taken care and if the matter can be well taken care at your level then do not add time resolve it at the earliest possible time. However if you find that you need to obtain some approval for it. Then do so. Do not bypass approval system and break the organization.

The objective of this policy is to ensure employees are heard and they are taken care. However it is the responsibility of each individual to use this policy fully for their benefit.

*Ok Approved*

Written By  
Head- HR



*Approved*

Approved By  
Management