

**QUALITY SYSTEM PROCESS****TITLE: GRIEVANCE REDRESSAL POLICY**

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Revision History

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01.11.2020	Formation # Grievance redressal policy & Procedure	Tej Pratap Singh	ND Saini	All	00
19.02.2021	Re-form Grievance Redressal Committee	Tej Pratap Singh	ND Saini	All	01

Document Ownership and Timelines

Title	Grievance Redressal policy	Document Classification	" Internal document"
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Policy brief & Purpose

Our grievance procedure policy explains how employees can raise their complaints in a constructive way. Supervisors and senior management should know everything from complainant, so that they can resolve it as fast as possible. Employees should be able to follow a fair grievance procedure and same should be heard well to avoid conflicts.

The company encourages employees to communicate their grievances, that way, we can provide a supportive and pleasant workplace for everyone.

Scope

This policy refers to everyone in the company regardless of position or status.

Policy elements

Grievance definition

We define grievance, as any complaint, problem or concern of an employee regarding their workplace, job or co-worker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues mutually before they resort to a formal grievance.

Employees who file grievances can:



- Reach out to their direct supervisor or HR department
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies (e.g. equal employment opportunity committee)

Procedures

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure given below:

1. Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:
2. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as fast as



possible. When they're unable to do so, they should refer to the HR department and cooperate.

3. If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
4. An aggrieved employee shall first present his grievance verbally in person to the immediate reporting supervisor. An answer shall be given within 24 hours of the complaint received.
5. If the employee is not satisfied with the decision of the supervisor or fails to receive an answer within stipulated period, he/she shall either himself or accompanied by the departmental representative, presents his grievance to the head of the department in writing by person, or via mail and the action/decision shall be conveyed to employee within 48 hours.
6. If the decision of the department head is unsatisfactory, the aggrieved employee may request forwarding his grievance to the grievance redressal committee, which shall make its recommendation to the manager within 7 days of the employee's request. Unanimous recommendations of the grievance redressal committee shall normally be implemented by the management. If the recommendation is cannot be made within this period, the reason for such delay should be recorded. In the event of difference of opinion among the members of the grievance committee, the views of the members shall be ascertained by the manager individually, before making a final decision. In either case, the final decision of the manager shall be communicated to the workman within three days of the receipt of the grievance committee's recommendation.

The procedure's outline as below:-

1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organize mediation procedures (e.g. arranging a formal meeting)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved



8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.

Responsibility of the manager:- The manager of the establishment shall be responsible for the faithful observation of the policy.

Committee Member in grievance redressal committee:-				
S. No.	Member Name	Designation	Contact No	Signature
1	Chirag Sharma	Sr. HR Executive	8512075514	
2	Kailash Chandra Pandey	Prod. Head	9810434816	
3	Surjeet Singh	Supervisor	8920005839	
4	Kundan	Operator	7827678939	
5	Rahul Rajput	Operator	8585995001	
6	Pramila Sharma	Worker		