



WISDOM AI®

CONFIGURATION PAGE DESIGNER GUIDELINES

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1. Grievance Categories and Subcategories

- Allow HR to define and customize grievance categories and subcategories (e.g., harassment, safety, pay disputes, discrimination).
- Add priority levels for each category (e.g., high, medium, low).

2. Committees and Assigned Members

- Allow HR to create specific committees (e.g., Sexual Harassment Committee, Safety Committee, Appeal).
- Assign key members to each committee.

3. Confidentiality Settings

- Add predefined key personnel for identity disclosure (e.g., GM, RM, HR Director, Security Director).

4. Escalation Workflow

- Configure escalation rules if grievances are not resolved within a defined time.
- Assign escalation points for specific categories (e.g., unresolved safety issues escalate to the GM).

5. Resolution Timelines

Allow HR to select the number of days for each priority level

- High Priority: 2 business days.
- Medium Priority: 5 business days.
- Low Priority: 10 business days.

6. Investigation Templates (Form Builder)

- Allow HR to customize investigation templates/forms for various grievance types.
- Define mandatory fields for each investigation type (e.g., evidence collection, and witness statements).

7. Grievance Delegation Rules

- Set rules for automatic or manual delegation of grievances based on the category. (e.g., safety issues → Safety Officer, pay disputes → Payroll Manager).

8. Appeal

1. Enable Appeals:

- Toggle to enable/disable the appeals process for grievances.

2. Appeal Submission Deadline:

- Define a timeframe for submitting appeals after resolution (e.g., within 7 days of resolution).

3. Default Reviewers/Approvers:

- Assign personnel or committees responsible for reviewing appeals.

9. Non-retaliation

- A Timeframe for Feedback Submission:

- Input field to define the number of days after resolution for feedback submission.
- Enable/Disable Non-Retaliation Feedback:
 - Toggle button to activate or deactivate this feature for grievances.
- Reminder Settings:
 - Toggle to enable/disable reminders for employees who haven't completed the feedback.
 - Dropdown to select reminder frequency (e.g., 1 day before deadline, every 2 days).
 - Default: Enabled, reminders every 2 days.

10. Right to be accompanied

- Toggle button (Yes/No)
 - This allows employees to be accompanied at any grievance hearing, where the employee has a right to be accompanied on reasonable request.

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