

**Grievance Handling and Resolution Policy**

## **1. Purpose**

At Antier Solutions, we believe that maintaining a transparent and respectful workplace is essential for organizational growth and employee satisfaction. This policy outlines a formal and structured process to address, resolve, and document employee grievances related to the workplace, ensuring fairness, accountability, and trust.

The aim is to ensure that all employees have a safe and confidential mechanism to voice their concerns, with assurance that these will be addressed seriously, fairly, and promptly.

## **2. Scope**

This policy applies to all employees (full-time, part-time, probationary, and contractual) at all levels within the organization. It includes, but is not limited to, grievances concerning:

* Interpersonal conflicts or team-related issues
* Managerial conduct or bias
* Workload and job responsibilities
* Disciplinary actions or unfair treatment
* Workplace harassment or discrimination
* Policy violations or misinterpretations
* Lack of support, appreciation, or recognition

## **3. Key Principles**

This policy is grounded in the following principles:

* **Confidentiality**: Grievances will be handled with the utmost discretion and respect for privacy.
* **Fairness**: All concerns will be examined without bias or prejudice.
* **Non-Retaliation**: No employee will face retaliation or discrimination for raising a genuine concern in good faith.
* **Transparency**: The process, decisions, and resolutions will be documented and shared clearly.
* **Timeliness**: Every grievance will be addressed within a reasonable and predefined timeframe.

## **4. Grievance Reporting & Escalation Process**

All grievances must be raised **in writing via official company email** to ensure traceability and accountability. The following step-by-step process must be followed:

### **Step 1: Team Lead (TL) – First Level Contact**

* The employee should initiate the grievance by **emailing their Team Lead** clearly explaining:  
  + Nature of the issue
  + Dates and events involved
  + Individuals concerned
  + Have any steps already been taken to resolve it
* The TL must acknowledge the grievance within **1 working day** and respond or schedule a discussion within **2–3 working days**.
* If resolved, the TL must summarize the outcome and share it via email.

### **Step 2: Project Manager (PM) – Second Level**

* If the TL fails to resolve the issue, the employee can **escalate to the PM** with all prior communication attached, and keep the **TL in CC**.
* The PM must investigate the matter and provide a written response or resolution within **3–5 working days**.

### **Step 3: Delivery Head – Third Level**

* If the concern remains unresolved, escalate the issue to the **Delivery Head**, CC’ing both the **TL and PM**.
* The Delivery Head is responsible for:  
  + Conducting an in-depth review
  + Consulting relevant parties
  + Providing a written decision within **3–5 working days**

### **Step 4: TPM / Department Head – Fourth Level**

* If the Delivery Head is unable to resolve the matter satisfactorily, escalate the grievance to the **TPM or Department Head**, with **all previous stakeholders in CC**.
* A detailed evaluation, discussion, and resolution will be initiated by the TPM/Department Head, with a final written summary within **5 working days**.

## **5. Final Escalation: HR Department**

If the grievance remains unresolved even after all prior steps, the employee should raise the matter to **HR at hr@antiersolutions.com**, keeping all previous stakeholders in CC.

HR will:

* Acknowledge the grievance within 1 business day
* Initiate a formal review process involving all parties
* Conduct an **objective and confidential investigation**
* Facilitate a meeting (if required) and issue a **written resolution summary** within **5–7 business days**

## **6. Investigation and Resolution Procedure**

Each grievance will follow a structured resolution process to ensure fairness and objectivity:

### **6.1 Root Cause Analysis**

* HR or the concerned stakeholder will identify the underlying cause of the issue through interviews, evidence review, or discussions.
* The focus will be on **facts and events**, not personal opinions or assumptions.

### **6.2 Detailed Discussion**

* A joint meeting may be conducted with the complainant and other relevant parties to:  
  + Clarify misunderstandings
  + Gather additional context
  + Discuss solutions and outcomes

### **6.3 Resolution in Writing**

* The final outcome, agreement, or corrective actions will be documented in an **official resolution email** shared with all involved parties.
* A copy of the resolution will be recorded in the employee’s confidential file for future reference.

## **7. Confidentiality**

* All grievances will be handled with strict confidentiality.
* Only individuals directly involved in the resolution process will be informed.
* Breach of confidentiality will be treated as a disciplinary matter.

## **8. Non-Retaliation Assurance**

Antier Solutions prohibits retaliation against any employee who raises a grievance in good faith. Anyone found guilty of retaliatory actions will be subject to disciplinary action, including termination.

## **9. Timeframes**

The company is committed to resolving grievances swiftly:

* Each step should ideally be completed within **10–12 working days**
* Complex cases may require additional time, with regular updates shared

## **10. Misuse of Policy**

This grievance process is intended for genuine concerns only. **False, malicious, or misleading complaints** may lead to disciplinary action.

## **11. Support for Proper Escalation**

If any employee raises a grievance by skipping one or more steps in the defined escalation hierarchy (e.g., contacting HR directly without first approaching the Team Lead, PM, or Delivery Head), the concerned recipient (e.g., HR or senior leadership) shall **not reject or ignore** the grievance.

Instead, the concerned person shall:

* **Acknowledge** the employee's grievance with empathy and professionalism.
* **Guide** the employee on the correct escalation process outlined in this policy.
* **Redirect** the grievance back to the appropriate stakeholder (e.g., TL, PM) while keeping the employee informed.
* **Support** the employee through the proper process and ensure there is no delay or compromise in addressing their concern.