

# **Grievance Redressal Policy**

## **1. Purpose**

This policy provides a clear, fair, and confidential process for employees to raise workplace grievances and have them resolved in a timely manner.

A grievance is any concern, complaint, or dissatisfaction arising out of employment that an employee believes has not been adequately addressed.

## **2. Informal Resolution**

Employees are encouraged to first attempt informal resolution by speaking directly with the person involved or their immediate manager.

Most grievances can be resolved informally within 5 working days through open dialogue.

## **3. Formal Grievance Process**

If informal resolution fails, the employee may raise a formal written grievance with HR within 30 days of the incident.

HR will acknowledge receipt within 2 working days and assign a Grievance Officer.

A formal investigation will be conducted, including interviews with all relevant parties, within 15 working days.

The Grievance Officer will issue a written decision within 5 days of completing the investigation.

## **4. Appeals**

If the employee is not satisfied with the outcome, they may appeal to the HR Director within 10 working days of receiving the decision.

The appeal will be reviewed by a panel of 2 senior leaders not previously involved in the case.

The appeal decision is final and will be communicated within 10 working days.

## **5. Non-Retaliation**

No employee will face retaliation for raising a grievance in good faith.

Managers who are found to have retaliated against an employee for raising a grievance will face disciplinary action.

## **6. POSH (Prevention of Sexual Harassment)**

Sexual harassment complaints are governed by the POSH Act, 2013 and handled exclusively by the Internal Complaints Committee (ICC).

The ICC can be reached at posh@company.com. All POSH complaints are treated with strict confidentiality.

Complaints must be filed within 3 months of the incident. The ICC will complete its inquiry within 60 working days.