

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.