HR - GRIEVANCE MANAGEMENT SYSTEM

To create a streamlined and transparent grievance management system to address employee concerns efficiently and ensure a productive workplace environment.

Objective
To develop a streamlined, transparent, and effective grievance management system that promptly addresses employee concerns, maintains confidentiality, and contributes to a productive workplace culture.

OVERVIEW

The system will ensure transparency, timely resolution, and escalation of issues while maintaining confidentiality. It will also enable HR and management to monitor trends and take proactive measures to address recurring concerns.

Overview

The system aims to ensure:

- Transparency in the grievance handling process
- Timely resolution and structured escalation of issues
- Confidentiality and secure access
- Insightful analytics to identify recurring concerns and inform proactive HR interventions

KEY FEATURES

- Complaint Submission
- Category Selection for proper routing
- Tracking & Notifications for keeping employees informed
- Escalation Pathways based on category and severity
- Integration with ESS Portal [If needed]
- Category selection escalation pathways
- Confidentiality and Role-Based Access
- Analytics and Reporting capabilities
- Flexible Category Management
- Real-Time Tracking and Follow-Up [Needs more research]

COMPLAINT SUBMISSION OPTIONS

- Anonymous submission Not required
- Identified submission with optional department details Required
- Multiple submissions allowed
- Detailed description field
- Option to upload supporting documents
- Severity level indicator Indicate Severity level
- Choose Contact preference (anonymous/identifiable)

CATEGORY SELECTION

Employees can select from predefined categories, ensuring grievances are routed to the appropriate departments.

Categories include:

- Workplace Harassment
- Discrimination
- Pay and Benefits
- Work Conditions
- Interpersonal Conflicts
- Performance Feedback Disputes
- "Others" (with a free-text option for cases outside predefined categories

TRACKING AND NOTIFICATIONS

Real-time status tracking for complainants

Automated notifications via email or SMS for key stages (acknowledgment, progress updates, resolution)

- Employees can track the status of their grievances in real time.
- Notifications (via email or SMS) will be sent for updates, such as acknowledgment, resolution progress, and closure.

CATEGORY SELECTION ESCALATION PATHWAYS

Auto-escalation if complaints are not addressed within defined timeframes

Escalation levels depend on category type and severity

Ensures timely intervention and accountability

- Grievances will be escalated automatically if not addressed within the defined timelines.
- Escalation levels will depend on the grievance category and severity.

CONFIDENTIALITY AND ROLE-BASED ACCESS

- Only authorized personnel (HR and designated managers) can access grievance details.
- Option for anonymous submissions. No
- Track individual and departmental complaint histories
- Assign complaints to specific HR or department administrators

Only authorized personnel (HR and relevant managers) can view complaint details

Secure tracking of complaints by individual and department

Role-based assignment of complaints to designated handlers

FLEXIBLE CATEGORY MANAGEMENT

- Users can select from predefined categories such as workplace harassment, discrimination, pay and benefits, work conditions, and performance feedback disputes.
- Includes a free-text option for grievances that fall outside predefined categories.

Admins can modify, add, or remove categories

Supports a mix of predefined and custom categories

REAL-TIME TRACKING AND FOLLOW-UP

- Once grievances are submitted, employees will receive updates on their case status, ensuring transparency.
- Promotes accountability and allows employees to stay informed

Instant updates provided to employees upon submission and throughout the resolution process

Encourages transparency and builds trust

ANALYTICS AND REPORTING

Feature currently under further review for implementation feasibility

- Dashboards to track grievance trends, resolution times, and areas of concern.
- Exportable reports for compliance and internal reviews.
- Trend identification
- Resolution time metrics
- Department wise complaint analysis

Dashboards for visualizing complaint trends and resolution efficiency

Exportable reports for internal audits and compliance purposes

Key metrics:

    Trend Identification

    Resolution Time Analysis

    Department-wise Complaint Statistics