

# Grievance Redressal Policy

## Objective:

To provide a structured mechanism for employees to raise concerns or complaints and ensure fair resolution.

## Scope:

This policy applies to all employees of the organization.

## Policy Guidelines:

1. Employees are encouraged to report grievances related to workplace issues, discrimination, harassment, or any other concern.
2. Grievances must be submitted in writing to the HR department or designated grievance officer.
3. All grievances will be acknowledged within 3 working days and investigated promptly.
4. A resolution will be provided within 15 working days, depending on the complexity of the issue.
5. Confidentiality will be maintained throughout the grievance process.
6. Retaliation against employees who raise grievances is strictly prohibited.

## Procedure:

1. Submit grievance via email or written form to HR.
2. HR reviews and initiates investigation.
3. Interviews and evidence collection may be conducted.
4. Resolution and corrective action communicated to the employee.
5. Follow-up to ensure issue is resolved satisfactorily.

## Review:

This policy will be reviewed annually and updated as necessary.

Contact:

HR Department

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