

HR GRIEVANCE & WORKPLACE CONDUCT POLICY

Department: Human Resources

Category: Grievance / POSH / Conduct

Purpose: Protect employees, prevent harassment, and provide resolution channels.

1. Overview

The company promotes a safe, respectful, and inclusive workplace. Employees can report grievances, harassment, or workplace issues.

2. Types of Grievances

- Harassment (sexual, verbal, or emotional)
 - Discrimination
 - Workplace conflicts
 - Manager / peer disputes
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3. POSH Policy (Prevention of Sexual Harassment)

- Mandatory reporting of any incident
 - Complaints handled confidentially
 - Investigation by Internal Committee (IC)
 - Resolution within defined timelines
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4. Grievance Filing Process

1. Login to HR Portal → Grievance Form
2. Select type (Harassment, Discrimination, Others)

3. Provide description & attach documents
 4. Submit → HR / IC investigates
 5. Employee notified of resolution
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5. When to Raise a Ticket

- Workplace harassment
 - Discrimination complaints
 - Manager or team issues
 - Any workplace violation
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6. Required Information

- Employee ID
 - Grievance type
 - Detailed description
 - Evidence / attachment (if any)
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End of HR Grievance / POSH Document

 **3 HR → EMPLOYEE FAQs / GENERAL HR
QUERIES**

Knowledge Base Document (Detailed | .txt format)

Save as:

`hr_general_faqs.txt`

HR GENERAL QUERIES & FAQs

Department: Human Resources

Category: Employee FAQs / General Queries

Purpose: Provide quick answers to frequently asked HR questions.

1. Common Questions

1.1 Payroll

- “When is salary credited?” → Last working day of month
- “How do I get my payslip?” → HR Portal → Payroll Section

1.2 Leave

- “How many leaves do I get?” → CL: 8, SL: 6, EL: 18 per year
- “How to apply for leave?” → HR Portal → Apply Leave

1.3 Benefits

- “How to enroll in insurance?” → HR Portal → Benefits → Insurance
- “How to add dependents?” → Upload documents, submit for HR approval

1.4 Employee Profile

- “How to change my bank account?” → HR Portal → Profile → Bank Details → HR approval
- “How to update emergency contact?” → HR Portal → Profile → Contact Info

1.5 Policy & Compliance

- “Where can I read the code of conduct?” → HR Portal → Policy Documents
- “What is the anti-discrimination policy?” → HR Portal → Policy Documents

2. How to Raise a Ticket for FAQ Queries

- If answers are not sufficient, employees can raise a ticket
- Auto-fill ticket type based on FAQ category (Payroll, Leave, Benefits, Policy)

3. Required Information for Ticket

- Employee ID
- Issue description
- Category (auto-suggested)
- Supporting documents if needed