

# **HR GRIEVANCE & WORKPLACE CONDUCT POLICY**

**Department:** Human Resources

**Category:** Grievance / POSH / Conduct

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

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## **1. Overview**

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

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## **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**

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

**Knowledge Base Document (Detailed | .txt format)**

Save as:

**hr\_general\_faqs.txt**

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## **HR GENERAL QUERIES & FAQs**

**Department:** Human Resources

**Category:** Employee FAQs / General Queries

**Purpose:** Provide quick answers to frequently asked HR questions.

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### **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

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## **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)
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## **3. Required Information for Ticket**

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