

# Grievance Policy Template

According to section 9C of the Industrial Disputes Act, 1947 of India, it is mandatory to form a Grievance Redressal Committee (GRC) in an organization having at least 20 employees to resolve any conflicts/disputes between employees.

## Purpose

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Satisfaction and engagement between employees are of extreme priority for **“Name of the Company.”** The primary purpose of this grievance redressal policy is to give employees the right to voice out their complaints.

To ensure a beneficial and comfortable work environment, **“Name of the Company”** encourages employees to discuss their problems through a transparent grievance procedure. This allows us to provide a supportive and friendly working environment.

## Scope

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The policy extends to every employee of **“Name of the Company”** irrespective of the post or status.

## Definition

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An employee grievance is a problem or complaint regarding the work, company culture, or colleagues, including their management. Any communication for the purpose of gaining clarification is not included in the employee grievance redressal process.

Employees can file grievances for the reasons mentioned below.

- Workplace harassment
- Health and Safety
- Employee behavior
- Unsafe working conditions

From the above-mentioned reasons, the list is not detailed. It is advised to all the employees of the form to address less important issues informally

before they escalate.

## **Rights and Responsibilities**

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Any employee filing a complaint against any issue can

- Contact their immediate supervisor or HR department
- Submit an application describing the circumstances in detail
- And file a plea against any formal decision

The person who is the subject of the complaint has the right to

- Receive a copy of the accusations
- Appeal on any formal decision

The company is required to

- Organize a structured grievance policy for employees
- Communicate the process
- Analyze without bias
- Treat all employees equally
- Preserve anonymity
- Establish a secure working environment
- The company should not take any negative or harmful actions against the employee who filed the grievance

## **Procedure**

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### **Report to the Immediate Superior/“Job Title”**

The complaint should be first submitted to the direct supervisor. The supervisor should try to resolve the matter. In case when the employee wants to complain about the supervisor, they should first discuss the matter and resolve it between them. The problem should be solved as quickly as possible in an informal meeting. If the process is not successful, they should take the matter to the HR head and cooperate with all the procedures.

### **Report to the HR Head**

If the employee and supervisor are unable to fix the dispute, the case should be transferred to the HR head. It is the HR Head's responsibility to gather all information and conduct an investigation. If the situation involves sexual misconduct or theft, the employee has the option to file a complaint outside of the company.

On receiving the complaint, the company will follow the procedure given below.

- Request the employee to complete the employee grievance policy form.
- Analyze the matter clearly by discussing it with the victim.
- Send a copy of the charges to the accused employee.
- Arrange a formal meeting.
- Interrogate without bias and ask for help whenever required.
- Keep all of the employees involved up to date.
- Communicate the decision to all the employees involved in the process.
- Take corrective measures.
- Extra information should be acquired, and more inquiry should be conducted in the case of an appeal.
- Keep a record of the same.

Note that the procedure may vary according to the grievance's nature.

## Exceptions

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If there are any changes in the policy, it has to be approved by the HR head.

## Non-compliance and consequence

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All the employees are advised to restrict themselves from sharing their personal grievances with other employees. This is because it causes distraction from work when such topics are discussed in the workplace. Note that this also disrupts all business activities. This policy is structured for employees to submit their grievances through proper channels.

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