

Grievance Policy

Purpose

Employee satisfaction and engagement are a top priority for [Name of the Company](#). The main purpose of this grievance redressal policy is to give employees the right to voice their complaints.

To keep the workplace comfortable and productive, [Name of the Company](#) encourages employees to raise problems through a transparent grievance procedure. This helps us provide a supportive, friendly working environment.

Under section 9C of the Industrial Disputes Act, 1947 of India, an organization with at least 20 employees must form a Grievance Redressal Committee (GRC) to resolve conflicts and disputes between employees.

Scope

This policy applies to every employee of [Name of the Company](#), whatever their post or status.

Definition

An employee grievance is a problem or complaint about the work, the company culture, or colleagues, including management. A request for clarification is not part of the grievance redressal process.

Employees can file a grievance about matters such as:

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

This list is not complete. Employees are advised to deal with less important issues informally, before they escalate.

Rights and Responsibilities

An employee who files a complaint can:

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

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

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

The company is required to:

- Organize a structured grievance procedure for employees

- Communicate the process
- Analyze each case without bias
- Treat all employees equally
- Preserve anonymity
- Establish a secure working environment
- Take no negative or harmful action against an employee who filed a grievance

Procedure

Report to the immediate superior

Submit the complaint first to your direct supervisor, [Job Title](#). The supervisor should try to resolve the matter as quickly as possible, in an informal meeting. If your complaint is about the supervisor, discuss it with them first and try to settle it between you. If that does not work, take the matter to the HR head and cooperate with all procedures.

Report to the HR head

If the employee and supervisor cannot settle the dispute, the case moves to the HR head. The HR head is responsible for gathering all the information and conducting an investigation. If the situation involves sexual misconduct or theft, the employee may also file a complaint outside the company.

When a complaint is received, the company will:

- Ask the employee to complete the grievance form.
- Look into the matter by discussing it with the employee who filed it.
- Send a copy of the charges to the accused employee.
- Arrange a formal meeting.
- Investigate without bias, and ask for help whenever it is needed.
- Keep everyone involved up to date.
- Communicate the decision to everyone involved.
- Take corrective measures.
- In the case of an appeal, gather any extra information and look further into the matter.
- Keep a record of the case.

Exceptions

Any change to this policy must be approved by the HR head. The procedure may vary depending on the nature of the grievance.

Non-Compliance and Consequences

Employees are advised not to share personal grievances with other employees. Discussing them at work distracts people from their jobs and disrupts business activities. This policy exists so that grievances are submitted through the proper channels.