

# **SAVE Solutions Pvt. Ltd.**

## **Employee Grievance & Redressal Guidelines**

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<b>Employee Grievance &amp; Redressal Guidelines</b>	<b>Version No.</b>	<b>1.0</b>
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#### Document Management Information

#### Revision History:

Ver. No.	Date	Prepared/Updated By	Reviewed By	Reviewer Signature	Approved By	Approver Signature
1.0	01-10-2022	Tushar Juneja	Aditi Mittal		Board	



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## 1. INTRODUCTION

The Grievance Redressal Guidelines is to provide employees with a framework for settlement of individual grievances.

For the purpose of the Guidelines, grievance means individual grievances and includes all matters but excludes the following:

- Terms of appointment/employment settled and agreed upon, prior to joining.
- Annual performance appraisal/confirmation process.
- Grievances arising out of disciplinary action.
- Grievances arising out of termination or dismissal.
- A grievance already settled during last six months.

## 2. OBJECTIVE

The objectives of the Grievance Redressal Guidelines will be:

- To settle grievances of the employees in the shortest possible time.
- At lowest possible level of authority.
- To provide for various stages, so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

## 3. THE ROLE OF THE HUMAN RESOURCES DEPARTMENT (HRD)

The role of the HRD in the operation of this procedure is to provide assistance and guidance to all employees but primarily to Managers/HODs in its interpretation and application.

HRD shall maintain a record of all grievances referred to the grievance resolution committee, along with the number of grievances settled/pending; and shall submit a report to the senior management on annual basis. **(Refer Annexure No. 1 for format)**

## 4. SCOPE

Grievance is defined as any kind of dissatisfaction arising out of an action or lack of it, which needs to be addressed to enable the employee function efficiently and effectively. Broadly, it can be stated as any discontent or dissatisfaction with any aspect of the organization.

An employee may raise a complaint under this Guidelines, regarding any matter relating to their employment. This can include the following but is not limited to those listed below:

- Duties of their post.
- Locally agreed terms and conditions of employment.
- Working conditions and environment.
- Departmental procedures, leave etc.
- Any instance of workplace harassment.

Grievances will be treated with utmost confidentiality and sensitivity. As much as possible, the grievances should be discussed mutually with the person, the employee has a complaint with. Further, all efforts should be made to resolve the matter mutually without any external intervention. The intent is to promote healthy working relationships and supervisory practices.



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## 5. PROCEDURE

### A. Informal Stage

The employee should, in the first instance, raise the grievance verbally with their Managers. In lack of a satisfactory response, the grievance can be escalated to Department Head.

In case, the grievance involves the Manager, then the employee needs to approach the Department Head while keeping the HR informed via email.

In the case of a Department Head wishing to raise a grievance, he/she should do so verbally with Group Head - HR, regarding the individual whose action or decision has given rise to the complaint.

In absence of successful resolution of the grievance through discussion, a **formal written complaint** can be filed to Grievance Resolution Committee as the case may be, copying the same to the Group Head HR.

### B. Formal Stage

#### Stage 1

Where this is not successful in resolving the grievance, the **written complaint/grievance letter** must be forwarded to **Grievance Resolution Committee within 14 working days** of the matter first being raised at informal stage.

#### Grievance Resolution Committee and Its Role:

Grievance Resolution Committee will receive all formal complaints on behalf of the organization. It will comprise of:

- ✓ CFO
- ✓ Group Head - HR
- ✓ Group Head - Risk & Audit (Company wise Risk & Audit head will change)
- ✓ CEO – SaGgraha (Only for SaGgraha matters)

An investigation undertaken by Committee will be in accordance with the principles of natural justice and will be undertaken confidentially, and as expeditiously, as possible, with great sensitivity. The committee will submit the report along with its recommendations **to the Director within 14 working days**. Any delay in completion of the investigation needs to be suitably justified.

If there is no resolution of the matter to the satisfaction of both parties, the grievance will progress to Stage 2.

#### Stage 2:

**The Director** will take a decision and communicate the same to the committee **within 14 working days** from the receipt of the appeal and his decision will be final and binding on all the parties.



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### Improper Complaints

These Guidelines shall not be used to bring frivolous or malicious complaints against anyone. Making a knowingly false complaint subjects the complainant to disciplinary or corrective action. However, if a legitimate concern has been raised in good faith and an investigation finds the concern to be unfounded, no action will be taken.

6. **Complaint Email id:** grievance@saveind.in

### 7. EXCEPTIONS & REVIEW OF GUIDELINES

- I. Any deviations from these Guidelines requires approval from the Management Committee.
- II. Organization reserves the right to modify and/or review the provisions of this Guidelines from time to time, in order to comply with applicable legal requirements or internal policies, to the extent necessary.

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### Annexure 1

Sr. No.	Grievance received	Date of Receive	Grievance Settled	Date of Settlement	No. of Grievance pending	Reason of Pending	Remarks