

1. Purpose

The purpose of this policy is to establish a clear and fair procedure for employees, contractors or stakeholders to raise workplace grievances and to ensure that all complaints are addressed promptly.

2. Scope

This policy applies to:

- All employees (permanent, temporary, trainees, apprentices and contract workers).
- Vendors, contractors and third-party service providers interacting with the organization.

Grievances may relate to:

- Workplace harassment, discrimination or unfair treatment.
- Working conditions, wages and benefits.
- Health, safety or human rights concerns.
- Violation of company policies, ethical concerns or misconduct.
- Any other matter impacting dignity, fairness or workplace well-being.

3. Objectives

- To provide a structured platform for raising concerns without fear of retaliation.
- To resolve grievances fairly, transparently and at the earliest possible stage.
- To strengthen trust and communication between employees and management.

4. Responsibilities

- **Employee:** Raise grievance in good faith with accurate information.
- **Supervisor/Manager:** Listen, document and attempt to resolve grievances at department level.
- **HR Department:** Ensure fair investigation, maintain confidentiality and document outcomes.
- **Grievance Committee:** Review unresolved or serious cases and recommend corrective action.
- **Management:** Approve corrective actions and ensure non-retaliation.

5. Procedure for Grievance Handling

Step 1: Raising the Grievance

- Employee reports grievance verbally or in writing to immediate supervisor/HR.
- Grievance can be raised by call to 9788280016, Mail kvmghr@gmail.com and QR Code.

- In cases of harassment, discrimination, or misconduct by supervisor, the employee may directly approach HR or the Grievance Committee.

Step 2: Acknowledgement

- The grievance will be acknowledged within **3 working days** of receipt.

Step 3: Preliminary Resolution (Department Level)

- Supervisor/Manager attempts to resolve the issue informally within **7 working days**.
- If unresolved, the case is escalated to HR.

Step 4: Formal Investigation (HR/Grievance Committee)

- HR or the Grievance Committee will conduct interviews, review evidence and gather facts.
- The investigation must be completed within **15 working days**.

Step 5: Decision & Corrective Action

- Findings are documented and shared with concerned parties.
- Corrective actions include counselling, mediation, training, disciplinary measures or policy changes.

Step 6: Appeal Process

- If the employee is not satisfied, an appeal may be made within **7 working days** of the decision.
- The appeal decision will be final.

6. Confidentiality

- All grievances will be handled with strict confidentiality.

7. Non-Retaliation

- Employees will not face any retaliation for raising a genuine grievance.

8. Record Keeping

- HR will maintain a **Grievance Register (5 Years)** of complaints, investigations and resolutions.

9. Review of Policy

This policy shall be reviewed **every 3 years** or earlier if required.

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