

1. Purpose

To provide employees and stakeholders a structured process to raise grievances and ensure resolution within defined timelines (TAT), maintaining fairness, confidentiality and non-retaliation.

2. Scope

Applicable to all employees, contractors, vendors and stakeholders interacting with the organization.

3. Responsibilities

- **Employee:** Raise grievance in good faith with accurate details.
- **Supervisor/Manager:** Listen, document and attempt resolution at department level.
- **HR Department:** Ensure fair investigation and maintain records.
- **Grievance Committee:** Review unresolved/serious cases and recommend action.
- **Management:** Approve corrective measures and ensure non-retaliation.

4. Procedure & TAT

Step	Activity	Responsible	TAT
Step 1	Grievance raised verbally or in writing to Supervisor/HR. If against Supervisor, directly to HR/Committee.	Employee	Immediate
Step 2	Acknowledge grievance.	HR / Supervisor	Within 3 working days
Step 3	Preliminary resolution attempt at department level.	Supervisor/Manager	Within 7 working days
Step 4	If unresolved, conduct formal investigation (interviews, evidence review).	HR / Grievance Committee	Within 15 working days

Grievance Handling SOP (with TAT)

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Step	Activity	Responsible	TAT
Step 5	Decision & corrective action communicated.	HR / Management	Within 3 working days after investigation
Step 6	Appeal process (if employee not satisfied).	Employee → Senior Management	Must be filed within 7 working days of decision

5. Confidentiality

All grievances will be handled with strict confidentiality.

6. Non-Retaliation

Any retaliation against employees raising genuine grievances will be treated as serious misconduct.

7. Record Keeping

HR shall maintain a **Grievance Register** with details of complaints, actions and closure, preserved for **minimum 5 years**.

8. Review

This SOP will be reviewed every **2 years** or earlier if required.