Grievance Redressal Policy Template

For Indian Companies | Ensure Fairness, Transparency, and Compliance in Workplace Dispute Resolution

# 1. Purpose

The purpose of this policy is to provide a clear and transparent process for employees to raise and resolve grievances related to their work environment, treatment by colleagues or supervisors, or any violation of company policies, in a fair and timely manner.

# 2. Scope

This policy applies to all employees of the organization including permanent, temporary, contractual, and trainees. It covers all work-related concerns and interpersonal issues that impact employee performance or morale.

# 3. Definition of Grievance

A grievance is defined as any genuine concern or complaint raised by an employee regarding:  
- Working conditions  
- Treatment by supervisors, managers, or colleagues  
- Discrimination, harassment, or bullying  
- Breach of employment terms  
- Health and safety issues  
- Company policies or procedures

# 4. Grievance Redressal Procedure

The process for raising and resolving a grievance involves the following steps:

Step 1: Informal Resolution  
Employees are encouraged to first discuss the issue directly with the concerned person or their immediate supervisor.  
  
Step 2: Formal Complaint  
If unresolved, the employee may submit a written complaint to the HR Department.  
  
Step 3: Acknowledgement  
HR will acknowledge the complaint within 2 working days and initiate an internal review.  
  
Step 4: Investigation  
HR may conduct interviews, gather documentation, and review facts to investigate the grievance.  
  
Step 5: Resolution & Feedback  
A resolution will be shared with the employee within 10 working days from the date of complaint. Additional time may be required in complex cases.

# 5. Escalation

If the employee is not satisfied with the resolution provided by HR, the grievance may be escalated to the Grievance Committee or senior management. The decision of the committee will be final and binding.

# 6. Confidentiality

All complaints and investigations will be treated with the highest level of confidentiality. Information will only be shared with individuals directly involved in the resolution process.

# 7. Protection Against Retaliation

The company prohibits any retaliation against an employee who raises a grievance in good faith. Any such retaliatory action will result in disciplinary measures.

# 8. Roles & Responsibilities

- Employee: Expected to report grievances timely and truthfully.  
- Manager: Expected to support informal resolution and guide employees.  
- HR Department: Responsible for receiving, investigating, and resolving grievances in line with this policy.  
- Grievance Committee (if applicable): Responsible for final decisions on escalated matters.

# 9. Review & Amendments

This policy will be reviewed annually and updated as required to reflect changes in organizational practices or applicable labor laws.