



THE
2nd BIRTH

Rushabh Foundation

Grievance Redressal Policy

Effective Date: [01/04/2023]

Introduction:

Rushabh Foundation Charitable Trust (the "Trust") is committed to maintaining a positive and respectful environment for all individuals associated with the Trust. This Grievance Redressal Policy (the "Policy") establishes guidelines and procedures for the fair and prompt resolution of grievances raised by individuals related to their interactions with the Trust. The Policy applies to trustees, employees, volunteers, contractors, beneficiaries, and any other individuals associated with the Trust (collectively referred to as "Individuals").

1. Definition of Grievance:

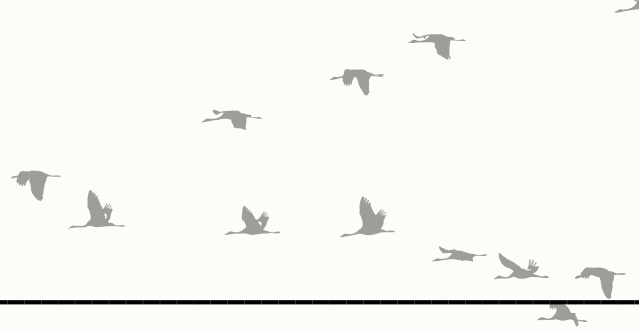
- 1.1. A grievance is defined as any concern, complaint, or dissatisfaction expressed by an individual related to their experience, treatment, or any other matter within the scope of the Trust's activities.
- 1.2. Grievances can include, but are not limited to, issues related to discrimination, harassment, bullying, misconduct, improper behavior, or any other violation of policies, procedures, or ethical standards.

2. Reporting a Grievance:

- 2.1. Individuals are encouraged to report grievances promptly to the designated person or authority within the Trust, who will act as the Grievance Redressal Officer (GRO).
- 2.2. Grievances can be reported orally or in writing, ensuring that all relevant details, such as the nature of the grievance, individuals involved, date, time, and any supporting evidence, are provided.
- 2.3. Individuals may choose to report grievances anonymously, but it may limit the Trust's ability to investigate and address the concern effectively.

3. Confidentiality and Non-Retaliation:

- 3.1. The Trust will treat all grievances with confidentiality to the extent possible, considering the need to conduct a thorough investigation and take appropriate actions.
- 3.2. The Trust prohibits any form of retaliation against individuals who report grievances in good faith. Retaliation against complainants or witnesses will be treated as a separate violation and may result in disciplinary action.



4. Grievance Redressal Process:

- 4.1. Upon receiving a grievance, the GRO will acknowledge the receipt and initiate an impartial investigation promptly.
- 4.2. The investigation may involve gathering relevant information, conducting interviews with individuals involved, and reviewing any supporting evidence or documentation.
- 4.3. The Trust will endeavor to complete the investigation and provide a resolution within a reasonable timeframe, keeping the concerned individual informed about the progress and expected timeline.
- 4.4. The resolution may involve corrective actions, disciplinary measures, counseling, mediation, or any other appropriate means to address the grievance and prevent its recurrence.

5. Appeal Process:

- 5.1. If an individual is dissatisfied with the resolution provided, they may appeal the decision by submitting a written appeal to the designated authority within the Trust, who will review the matter independently.
- 5.2. The appellate authority will review the appeal, consider any additional information or evidence provided, and provide a final decision within a reasonable timeframe.

6. Documentation and Records:

- 6.1. The Trust will maintain records of all grievances received, investigations conducted, and actions taken in accordance with applicable data protection laws and confidentiality requirements.
- 6.2. Records will be retained for a reasonable period to facilitate reference, monitoring, and analysis of grievance trends.

7. Continuous Improvement:

- 7.1. The Trust will periodically review and evaluate the effectiveness of the Grievance Redressal Policy and procedures, making necessary improvements to enhance the efficiency and fairness of the process.

Conclusion:

This Grievance Redressal Policy reflects Rushabh Foundation Charitable Trust's commitment to addressing grievances promptly, fairly, and confidentially. By adhering to the principles outlined in this Policy, we can ensure a respectful and inclusive environment and foster trust and collaboration among all individuals associated with the Trust.

By signing below, I acknowledge that I have received, read, and understood the Rushabh Foundation Charitable Trust Grievance Redressal Policy and agree to comply with its provisions and guidelines.

[Individual's Name]

[Individual's Position/Role]

[Date]

