



# **Employee Grievance Policy**

## **Content**

1. Introduction
2. Purpose
3. Scope
4. Objectives
5. Definitions
6. Grievance Resolution
7. Grievance Committee
8. Procedure
9. Lodging of Grievance
10. Investigation
11. Appeal
12. Outcomes
13. Records

## **1. Introduction:**

TEECL is committed to maintaining a work environment free from discrimination, harassment, and any form of unfair treatment. It is important to treat employees in a respectful and dignified manner and any actions or conduct that do not meet this standard shall not be acceptable.

The grievance procedure of TEECL, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

## **2. Purpose:**

This Grievance Policy aims to provide a clear and transparent process for employees to raise any concerns or grievances related to their employment. This policy is designed to assure that all grievances are handled promptly, fairly, and in a confidential manner

## **3. Scope:**

It covers grievances related to any aspect of employment, including but not limited to discrimination, harassment, bullying, performance management, pay and benefits, working conditions, and health and safety

## **4. Objectives:**

TEECL is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously

## **5. Definitions:**

A grievance is an issue, concern, problem, or complaint/claim related to work or the work environment. For example, an employee could have a grievance about:

- transfer or promotion
- staff development or training availability
- rosters or hours of work
- Salary/remuneration levels
- the work environment
- safety in the workplace
- issues with supervisor/manager
- performance appraisal
- discrimination or harassment
- leave allocation etc.

A grievance may be about any act, omission, situation or decision that an employee thinks is unfair, discriminatory or unjustified.

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This policy will focus to provide equal opportunity to all employees without any harassment, bullying, and discrimination within the workplace.

## **6. Grievance Resolution:**

- i. Informal Resolution: Encourage employees to raise concerns or grievances with their immediate Manager/ Supervisor. The employee should explain the situation and seek a resolution peaceably and respectfully. The Manager/Supervisor will take note of the employee's concerns and work with them to find a mutually acceptable solution.
- ii. Formal Resolution: In case, any employee cannot resolve their grievance through informal means or feels uncomfortable approaching their Supervisor or Manager whatsoever the reason. In that case, the said employee may submit a formal grievance in writing to HOD – HR department.

## **7. Grievance Committee:**

- i. Head of Department – HR
- ii. Departmental HOD

Or

Management nominated committee

## **8. Procedure:**

The following procedure will be put into practice for handling employee complaints:-

1. Confidentiality: All grievances and their related investigations will be done with the utmost confidentiality. Only the people directly involved in the grievance investigation and its outcome can have access to information about the grievance.
2. Impartiality: Impartiality will be maintained during the process of investigation. No one makes any assumptions or takes any action until all relevant information has been collected and considered.
3. Free of Repercussions Or Victimization: Management takes necessary steps to make sure that people involved in a grievance are not victimized for coming forward with the grievance or for helping to sort it out. Any victimization will lead to disciplinary action. However, if an employee lies about someone using the grievance procedure and it is proven, the employee too can be disciplined.
4. Sensitive: the people who will assign to sort out grievances must have been proficient to treat all grievances sensitively. No one should be treated badly for making a grievance.
5. Time frame: The grievance committee aims to deal with all grievances as quickly as possible. There are time limits for the different stages. The aim is to sort out all grievances within six weeks. However. It can be sorted out even faster, if possible.

## **9. Lodging of Grievance:**

Grievance/Complaint letters to be written to the Head of HR/Grievance committee with the following details:

1. Name
2. Employment no.
3. Department & Designation
4. Mobile number.
5. Personal Email I'd
6. Nature of Complaint
7. Detail of complaint.

## **10. Investigation:**

Once a formal grievance has been submitted, the Human Resources Department/ Grievance Committee will investigate the matter. The investigation will be executed in a fair, impartial, and confidential manner.

## **11. Appeal:**

If the employee is not pleased with the outcome of the investigation, they may appeal the decision once again by submitting a written appeal to the Grievance Committee/Human Resources Department. The appeal should provide a clear and concise explanation of why the employee disagrees with the outcome of the investigation. An independent reviewer who was not involved in the initial investigation may review the request.

## **12. Outcomes:**

The Human Resources Department will provide a written response to the employee outlining the outcome of the investigation and any remedial action that will be taken, if necessary.

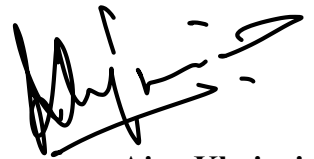
- i. Joint Agreement – The grievances, which will be settled by joint agreement between the people involved in the grievance. No records or notes will go on anyone's personnel file. The person who handled the grievance will write a confidential report. This report will be filed in a confidential grievance filing system within the HR department.
- ii. Disciplinary action - If the person/committee sorting out the grievance finds that there has been a breach of company policies or standards, the management committee may discipline the employee who breached the standard or policy. The level of discipline will depend on the seriousness of the breach.

Discipline could involve one or more of the following:

- a written apology
- counseling
- an official warning
- loss of promotion rights or wage/salary increases for a specified period
- transfer or dismissal.

### 13. Records:

All records, including allegations, investigation reports, interviews and file notes will be securely kept within the HR Department to ensure privacy and confidentiality is maintained for all parties involved.



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Policy	Version	Adopted	Revised
Employee Grievance Policy	v 2.0	18 May 2023	09 August 2024

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