

Appeal Process / Grievance Handling

1. Objective

An employee is encouraged to discuss issues openly with those directly involved as well as with his / her immediate superior. As far as possible, the issues should be resolved within the departments. In the event an employee is unable to resolve an issue within the departments, he / she may follow the process outlined below:

2. Process

2.1 Step 1

2.1.1 The employee should submit his / her written concern to his / her HOD/Functional Head, outlining the concern. A copy of the concern should be sent to the concerned Head of HR.

2.1.2 After receiving the concern, the HOD/Functional Head will arrange a meeting within five working days to discuss the issue raised by the employee.

2.1.3 A written response will be delivered to the employee within two working days of the meeting. A copy of the same should be sent to the concerned HR.

2.2 Step 2

2.2.1 In case the employee is not satisfied with the response, he/ She may submit his return concern to the CEO, As the case may be, along with any additional information he /She feels is pertinent.

2.2.1 CEO & HR will take appropriate steps to arrive at a final decision and convey it, in writing within 2 weeks.

2.2.1 The HR representative must be a part of the meeting at each step to facilitate the process



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