



WeCare GRIEVANCE HANDLING POLICY

1. OBJECTIVE

To provide for effective and timely redressal of grievances of employees arising out of and during the course of their employment with the organization.

2. SCOPE

This policy is applicable to all the employees of the company.

3. POLICY

3.1 The policy of the company is to ensure that grievances of the employees arising out of and during the course of their employment with the company are addressed in an effective and timely manner within the framework of the various policies of the company.

3.2 Grievance is any discontent or dissatisfaction of an employee arising out of and during the course of his / her employment in the company.

4. PROCEDURE

The following procedure will be adhered to in order to ensure effective and timely redressal of grievances of the employees of the company.

4.1 The employee having a grievance will report the same in writing to his reporting official. A copy of this letter regarding his grievance will also be sent to the respective HOD and Head HR.

4.2 The reporting official concerned will immediately attend to the grievance and ensure that the same is redressed within 48 hours of the receipt of letter of grievance.

4.3 In case the grievance is not sorted out within 48 hours or the employee is not satisfied with the action taken by the Reporting official or the matter is beyond the authority of the concerned reporting official, the grievance will be reported to the Head of Department by the reporting official / the aggrieved employee. The said intimation should be made in writing within 3 days after expiry of 48 hours.

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- 4.4 The Head of Department either on his own or with the help of the Head HR will ensure that the grievance is sorted out within 1 week of the receipt of the grievance. If required the Head HR will solve the issue by coordinating between the employee, the HOD and the management within the purview of the company policies. Decision of the Management will be considered final.
- 4.5 On the grievance being sorted out at this stage, the Head HR will record the same in writing by way of an appropriate communication to the concerned employee. A copy of this communication along with the original letter from the employee regarding his grievance will be filed in the personal file of the concerned employee.
- 4.6 All grievances will have to be addressed and the matter closed latest within 15 days of the receipt of the letter of grievance as far as possible.
- 4.7 In exceptional cases, where the grievance is of a serious nature, the superiors should try and address the same at the earliest. Where it is identified at any stage that the issue is not within the scope of authority, immediate escalation should be made to the appropriate level without any undue delay.
- 4.8 In no case, recourse to intimidation, violence, threat, unauthorized assembly inside/outside the premises, gherao etc. will be adopted for the redressal of grievance(s). There shall be no slowing down or interruption of work.
- 4.9 In case if an employee is dissatisfied with redressal or is unable to share his/her concern with the reporting manager/HOD, can write to WeCare at wecare@kraheja.com and it will be addressed within 15 days' time.