

GRIEVANCE HANDLING PROCEDURE

A grievance is a concern, a problem, or a complaint that an employee wishes to raise with the employer. We have clear procedures for raising grievances. Here is an opportunity to remind all employees about the procedures.

There are three stages:

- 1. Notification by employee**
- 2. Hearing**
- 3. Appeal**

It is always advisable to settle grievances at the level of immediate supervisor/Head of Department/Manager. However, if the employee is not satisfied, the grievance should be raised formally by writing to the H.R. Director, with copy to the General Manager.

Mediation is the best remedy for grievances. However, a formal meeting could be held to discuss the grievance. A written decision is then communicated to the employee. In case, the employee is not satisfied then the latter may appeal against the decision by writing to the General Manager. Again, a meeting will be held with the General Manager and a FINAL decision communicated.