

## **GRIEVANCE REDRESSAL POLICY**

### **Objective:**

Valiant Organics Ltd (Valiant) aims to promote good relations amongst employees and between employees and management.

We acknowledge that the enjoyment you experience in your job is reflected in how well you work and how well you relate to your colleagues and stakeholders.

We also acknowledge that problems can arise at work that may sometimes cause you to feel aggrieved. These problems can sometimes arise from the behaviour other employees or service conditions.

The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed internally in a timely and confidential manner.

**A grievance** can be about anything that is done, or not done, another employee or employees, which any employee feels affects him unfairly or unjustly. A grievance can also be about discrimination, harassment, bullying or any other employment-related decision or behaviour that you think is unfair, unjust or upsetting.

This Grievance Policy outlines the procedures employees should follow to try to resolve a grievance and also outlines the steps the Valiant will take to resolve your grievance if you make a formal complaint.

### **Applicability:**

This policy is applicable to the Every industrial establishment employing twenty or more workmen shall have one or more Grievance Redressal Committee for the resolution of dispute rising out of individual grievance.

Unlikely many other labour laws which are intended mainly to protect the interest of employees, this act proposes a dispute settlement mechanism involving workmen, employers and the appropriate government. A dispute can be raised by any person working

in the capacity of a workman in an industry. Under Industrial Dispute Act the grievance redressal committee shall be set up to comply following requirements:

- a) The Grievance Redressal Committee shall consist of equal number of member from the employer and the workmen.
- b) The chairperson of the Grievance Redressal Committee shall be selected from the employer and from among the workmen alternatively on rotation basis every year.
- c) The total number of members of the Grievance Redressal Committee shall not exceed more than six. Provided that there shall be, as far as practicable, one woman member if the Grievance Redressal Committee has two members and in case the number of members are more than two, the number of women members may be increased proportionately.
- d) Notwithstanding anything contained in this section, the setting up Grievance Redressal Committee shall not affect the right of the workman to raise industrial dispute on the same matter under the provisions of this Act.
- e) The Grievance Redressal Committee may complete its proceedings within thirty days on receipt of a written application by or behalf of the aggrieved party.
- f) The workman who is aggrieved of the decision of the Grievance Redressal Committee may prefer an appeal to the employer against the decision of Grievance Redressal Committee and the employer shall, within one month from the date of receipt of such appeal, dispose off the same and send a copy of his decision to the workman concerned.

**Following steps shall be followed to deal with the Grievance:**

- A. Self identify the grievance** – Employee shall self identify, whether its dissatisfaction is formal complaint or it amounts to a grievance and shall be handled appropriately.
- B. Deal with the matter informally** – A grievance can be dealt with informally by approaching the person involved in your grievance if employee feels comfortable in doing so. Employee can tell them that their behaviour, decision, actions, etc., was unfair,

offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the affect of their behaviour or decision on you. By telling them, you will give them a chance to redress the situation. This may not be appropriate in some cases, particularly if you do not feel comfortable speaking to the person.

- c. **Speak to your manager or another senior person** – If employee do not want to speak to the person directly, he can tell his manager about your grievance. They should be able to tell you what your options are. They may approach the person complained about and talk to them informally about your grievance. They may decide to take more formal action. Generally, they will seek your approval before doing anything – although sometimes they may decide that taking action will be necessary even if you do not wish them to do so (for example, where failure to do so poses a health and safety risk). If your grievance is about your manager, you may wish to speak to another senior person. Alternatively, you may decide to make a formal complaint.
- d. **Make a formal complaint** – If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your manager (or another senior person). The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and the date of the complaint.

## **1. IF YOU MAKE A FORMAL COMPLAINT HOW WILL YOUR GRIEVANCE BE HANDLED?**

Grievances will be handled in accordance with the following guidelines:

- A.** Grievances will be treated with the utmost confidentiality (except where the company deems it is necessary to disclose the complaint about the purpose of dealing with it effectively; disclosure will be no wider than is strictly necessary). It is important that you also maintain confidentiality and do not discuss your complaint with others unless the company gives you permission to do so;
- B.** Any grievance will be taken seriously, handled impartially, and any steps taken will be in accordance with the principles of procedural fairness;

- C.** Employees who raise grievances are protected from victimisation;
- D.** Grievances will be dealt with promptly, taking into account all the circumstances, and generally, you may have a support person with you at any stage of the process.

## **2. THE INVESTIGATION**

Where a grievance cannot be resolved informally, and the company deems an investigation is required, the matter will be investigated by the HR Team of the Company.

**A.** How the investigation is to be conducted is at the complete discretion of the company. The following are general guidelines only.

- B.** During the investigation, you will generally be interviewed first, following which any witnesses, the person against whom the complaint is made, and any other relevant people will be independently interviewed. Both you and the person against whom the complaint is made will generally be allowed to have a support person present when the interview is being conducted.
- C.** If the complaint is substantiated, appropriate action will be taken (see below);
- D.** If the complaint is unsubstantiated, you will generally be given an explanation as to why that finding was made;
- E.** If the complaint is found to have been fabricated or vexatious, appropriate disciplinary action may be taken against you up to and including termination of employment.

## **3. WHAT ARE THE POSSIBLE OUTCOMES?**

If the investigation reveals that your complaint is valid, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be asked to give you a written apology; he/she may be given a written warning, counselling, transfer, demotion, or maybe subjected to disciplinary action up to and including termination of employment.

If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence or the conduct is not sufficiently serious to justify disciplinary action, the company

may nevertheless take a number of actions. These may include training and/or monitoring of relevant staff.

If the complaint is found to have been completely fabricated or raised vexatiously, appropriate action may be taken against you, such as counselling, an official formal warning, transfer, demotion, or disciplinary action up to and including termination of employment, depending on the seriousness of the circumstances.

#### **4. WHAT IF YOU ARE NOT SATISFIED WITH THE OUTCOME**

If you are not satisfied with the way in which your grievance was handled, you may have the option of raising your complaint with an outside agency. You may also be able to take further action in court. In appropriate circumstances, you may wish to seek advice from a union or lawyer.

---

Every industrial establishment employing twenty or more workmen shall have one or more Grievance Redressal Committee for the resolution of dispute rising out of individual grievance.

Unlike many other labour laws which are intended mainly to protect the interest of employees, this act proposes a dispute settlement mechanism involving workmen, employers and the appropriate government. A dispute can be raised by any person working in the capacity of a workman in an industry. Under Industrial Dispute Act the grievance redressal committee shall be set up to comply following requirements:

- a) The Grievance Redressal Committee shall consist of equal number of member from the employer and the workmen.
- b) The chairperson of the Grievance Redressal Committee shall be selected from the employer and from among the workmen alternatively on rotation basis every year.
- c) The total number of members of the Grievance Redressal Committee shall not exceed more than six. Provided that there shall be, as far as practicable, one woman member if the Grievance Redressal Committee has two members and in

case the number of members are more than two, the number of women members may be increased proportionately.

- d) Notwithstanding anything contained in this section, the setting up Grievance Redressal Committee shall not affect the right of the workman to raise industrial dispute on the same matter under the provisions of this Act.
- e) The Grievance Redressal Committee may complete its proceedings within thirty days on receipt of a written application by or behalf of the aggrieved party.
- f) The workman who is aggrieved of the decision of the Grievance Redressal Committee may prefer an appeal to the employer against the decision of Grievance Redressal Committee and the employer shall, within one month from the date of receipt of such appeal, dispose off the same and send a copy of his decision to the workman concerned.