



Employee Grievance Policy

Amar Seva Sangam, Ayikudi

Version. 01

September 21, 2016



EMPLOYEE GRIEVANCE PROCEDURE

POLICY BRIEF & PURPOSE

Amar Seva Sangam (hereinafter called the Sangam) is committed to treat all its employees fairly and respond promptly to problems and concerns of its workforce. Our grievance procedure policy explains how employees can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys employees or hinders their work, so they can resolve it as quickly and fairly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The Sangam encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

SCOPE

This policy refers to everyone in the Sangam regardless of position or status.

POLICY ELEMENTS

Grievance definition

We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships. Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The Sangam is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the Sangam or external agencies

PROCEDURES

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
3. Accommodate the procedure outlined below

Grievance Committee

The Secretary of the Sangam shall appoint a four (4) member Grievance Committee in line with this Policy. In appointing members to the committee, gender representation and a cross section of different levels of competent staff shall be considered. New members shall be appointed to the Grievance Committee once a year. The Committee Members should follow the procedure below:

- a. Ask employee to fill out a grievance form
- b. Talk with the employee to ensure the matter is understood completely
- c. Provide the employee who faces allegations with a copy of the grievance
- d. Organize mediation procedures (e.g. arranging a formal meeting)
- e. Investigate the matter or ask the help of an investigator when needed

- f. Keep employees informed throughout the process
- g. Communicate the formal decision to all employees involved
- h. Take actions to ensure the formal decision is adhered to
- i. Deal with appeals by gathering more information and investigating further
- j. Keep accurate records

RECORDS

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The Human Resources department shall be the responsible unit that ensures the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions

DECISIONS

The decisions of the Committee shall be final. However, the Grievance Procedure should include an appeals mechanism whereby, a grievant can raise further dissatisfaction with a decision of the Committee. The Committee shall send to the grievant, a written statement of its decision within ten (10) days of completion of the process.

CONFIDENTIALITY

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

This procedure may vary according to the nature of a grievance.

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