

# Syn<sup>n</sup>thite

## Department of Human Resource

<b>Subject : Grievance Redressel</b>		Policy No : 22	
Prepared by : Manager HR	Approved by : Head HR & Admin	Effective Date: 01/04/2011 01/01/2021	Version 3

### Objective:

Manage and effectively resolve the employee grievance as well as external stakeholders.

### Introduction:

Maintaining quality of work life for its employees is an important concern for the any organization. The grievance handling procedure of the organization can affect the harmonious environment of the organization. The grievances of the employees can be related to the contract, work rule or regulation, policy or procedure, health and safety regulation, past practice, individual victimization, wage, bonus, etc. Here, the attitude on the part of management in their effort to understand the problems of employees and resolve the issues amicably have better probability to maintain a culture of high performance. All are well aware about the importance of the grievance redressal process and their role in maintaining conducive atmosphere within the organisation. Effective grievance handling is an essential part of cultivating good employee relations and running a fair, successful, and productive workplace. Rapport building is the key factor in building successful employee relations.

### Precautions and Prescriptions

We must take care of following aspects to develop a culture of trust and confidence among the employees.

1. Always ensure that the managers / supervisors involved in the grievance handling procedures have a quiet place to meet with the complainant.
2. Always ensure that managers / supervisors have adequate time to be devoted to the complainant.
3. Explain manager's / supervisor's role, the policy and the procedures clearly in the grievance handling procedure.
4. Fully explain the situation to the employee to eliminate any misunderstanding

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and promote better acceptance of the situation complained of.

5. Try to let employee present their issues without prejudging or commenting
6. Do use a positive, friendly ways to resolve the crisis than punitive steps, which disturb the system.
7. Do remain calm, cool, collected during the course of the meeting.
8. Always focus on the subject of the grievance than allied issues.
9. Don't make threats to manage the grievances.
10. Never make use of allegations against personalities.
11. Be aware of the staff member's potential concerns to the possible repercussions of raising a grievance.
12. Don't become angry, belligerent, or hostile during grievance handling procedure.
13. Do listen for the main point of arguments and any possible avenue to resolve the grievance.
14. Listen and respond sensitively to any distress exhibited by the employees.
15. Eliminate the source of the irritation or discomfort being complained of.
16. Reassure them that the management will be acting impartially and that your hope is to resolve the matter if possible.
17. Don't "horse trade" or swap one grievance for another .Each case should be decided on its merits.
18. Avoid usage of verbosisms like "it will be taken care of."
19. Ensure effective, sensitive and confidential communication between all involved.
20. Take all possible steps to ensure that no victimization occurs as a result of the grievance being raised.

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21. The investigator or decision maker acts impartially, which means they must exclude themselves if there is any bias or conflict of interest.
22. All parties are heard and those who have had complaints made against others are given an opportunity to respond.
23. Try to look upon the problem on different angles for appropriate understanding.
24. Ensuring that there is proper investigation of the facts and figures related the problem under concern.
25. Consider all relevant information in the investigation process.
26. Ask the staff member their preferred resolution option, although it is important to make it clear that this may not be a possible outcome.
27. Be aware of the limits of authority of the person who is involved in the grievance handling procedures.
28. If the manager / supervisor feels that he/she is not the appropriate person (senior manager) to deal with the issue refer the complainant with comments, to the appropriate person as soon as possible.
29. Try to get a better idea of whether the alleged discrimination or harassment happened or didn't happen.
30. Tell them exactly what they are supposed to have done, to whom and explain why this may be seen as discrimination/harassment or as inappropriate.
31. Grievances are preferably to be settled informally at the level of the employee's immediate supervisor.
32. Follow documentation of the procedures, of all necessary steps taken to resolve the problem/complaint.

### **Need for a Grievance Redressal Procedure:**

The grievance redressal procedure is a device by which grievances are settled, generally to the satisfaction of the employees and the management. This procedure is an important part of employee relations. The grievance machinery

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enables a management to detect any defects or flaws in the working conditions or in employee relations, and undertake suitable corrective measures.

### Grievance Rdressal Procedure – steps:

Step 1 : The aggrieved employee verbally explains his grievance to his immediate supervisor or in a conference or a discussion specifically arranged for the purpose. The employee seeks satisfaction from his supervisor. The supervisor may try to resolve the grievance adhering strictly to a basic problem-solving method.

Step 2: If the grievance is not sorted out at the supervisors level within 24 hours the written grievance need to be sent to a higher level Manager / Department Head with a note in which the time, place and nature of the action to which the employee objects. This higher level Manager / Department Head views the case and gives his decision within the next 48 hours on the matter after discussing with the aggrieved employee and his supervisor.

Step 3 : If the grievance is not settled at the Manager / Department Head he should forward the details of his findings and observations to HR Head. HR Head on detail analysis of the facts and observations and on discussions with the aggrieved employee, his colleagues (if necessary), his supervisor and Manager / Department Head will settle the issue. Both the aggrieved employee and the Head HR are required to arrive at a decision in regard to the grievance in an amicable way within 48 hours of receipt of the observations.

Step 4 : In normal case all grievances need to be sorted out at HR level. But if the aggrieved employee feels that the grievance is not dealt / settled amicably at HR level, he can approach Management through Head HR. The Managements decision in this regard will be binding for all parties concerned.

If a child laborer or under-aged individual is found (including at supplier premises):

1. Confirm their age via documentation.
2. Remove the child from the workplace and ensure their safety.
3. Collect contact details of the child and guardian.
4. Assemble a remediation team—including local NGOs, unions, psychologists, or authorities.
5. Explore options for employing an immediate family member, if appropriate.
6. Arrange suitable schooling, training, or tutoring.
7. Identify safe accommodation if needed.

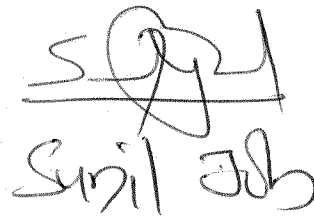
8. Secure a commitment from the supplier/site to rehire the child once they reach legal working age (if desired).
9. Immediately notify Corporate HR about the incident and actions taken.

Kindly note that to a great extent the aggravation of industrial problems depends on manager's / supervisor's approaches and attitude in effective handling of employees grievances. Care should be taken in the way managers / supervisors approaches the problem and perceiving the pros and cons of the situation. The conflict management approaches include the win-win strategy that help in the healthy organisational practices and which reflects the strong organisational culture. The cooperation from both parties is the pre-requisite to handle the problem and effective settlement of the grievances. Conscious use of professional self can help managers in the conflict handling situations and grievance redressal process.

For External Stakeholders they can Register their complaint through the Link below:- <https://www.synthite.com/synthite/contact-us/Grievance-Redressal>

-----End of policy-----

The attached form may be used in the process of redressal of grievances.

  
Sunil Jha