



Where Innovation Meets Solutions

Company Name: Andnetics

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Grievance Handling Policy

Purpose

The purpose of this Grievance Handling Policy is to provide a clear framework for employees to raise concerns or complaints regarding their work environment, treatment, or any issues affecting their job satisfaction. This policy aims to ensure that grievances are addressed promptly and fairly, fostering a culture of trust and respect within Andnetics.

Scope

This policy applies to all employees, freelancers, and contractors working with Andnetics. It encompasses all types of grievances, including but not limited to workplace conduct, discrimination, harassment, performance evaluations, and any other employment-related issues.

Policy Guidelines

1. Definition of Grievance

- A grievance is any dissatisfaction or complaint raised by an employee regarding their employment relationship, working conditions, or treatment by colleagues or management.

2. Encouragement of Open Communication

- Employees are encouraged to express their concerns openly and honestly. Andnetics promotes a culture where feedback is welcomed, and employees feel safe to voice their grievances without fear of retaliation.

3. Reporting a Grievance

- Employees should report grievances as soon as possible to ensure timely resolution. The preferred method of reporting is through:
 - Informal Discussion: Employees are encouraged to first address the issue directly with the person involved (if comfortable) or their immediate supervisor.
 - Formal Written Complaint: If the issue is not resolved through informal discussion, the employee may submit a formal written grievance to the HR department.

4. Investigation Process

- Upon receipt of a formal grievance, the HR department will initiate an investigation, which may include:
- Gathering relevant information and documentation.
- Interviewing the employee, witnesses, and any other relevant parties.
- Maintaining confidentiality throughout the process to the extent possible.
- The investigation will be conducted promptly and impartially.

5. Resolution and Outcome

- After completing the investigation, HR will communicate the findings and any recommended actions to the employee who filed the grievance. This communication will typically occur within [insert time frame, e.g., 10-15 business days] after the grievance is filed.
- If the grievance is upheld, appropriate actions will be taken to address the issue. This may include disciplinary action, mediation, or changes to policies and procedures.

6. Appeal Process

- If the employee is not satisfied with the outcome of the investigation, they have the right to appeal the decision. The appeal must be submitted in writing to HR within [insert time frame, e.g., 5 business days] of receiving the initial resolution.
- An appeal will be reviewed by a designated manager or an external mediator who was not involved in the original investigation.

7. Confidentiality and Non-retaliation

- All grievances will be handled with confidentiality to protect the privacy of those involved.
- Retaliation against any employee for filing a grievance or participating in an investigation is strictly prohibited and will result in disciplinary action.

8. Documentation

- All grievances and their resolutions will be documented and retained in accordance with Andnetics' record-keeping policies. This documentation will be used for monitoring trends and improving workplace practices.

9. Training and Awareness

- Andnetics will provide training to all employees on this Grievance Handling Policy to ensure awareness and understanding of the process.
- Managers and supervisors will receive additional training on how to handle grievances appropriately and support their teams.

10. Policy Review and Updates

- This Grievance Handling Policy will be reviewed annually and updated as necessary to reflect changes in legislation, best practices, or organizational needs.
- Employees will be informed of any significant changes to this policy.

11. Contact Information

- For questions or concerns regarding this Grievance Handling Policy, individuals may contact the HR department at hr@andnetics.in .

Acknowledgment

All employees are required to acknowledge their understanding of and compliance with this Grievance Handling Policy by signing a copy of the policy.

