



INTRODUCTION

Consumer Unity & Trust Society (CUTS) is committed with providing fair and equitable work opportunities to all its employees for their all-round development and is in line with the CUTS Equal Employment Opportunity policy.

The Grievance Redressal Policy is to provide employees with a framework for settlement of individual grievances.

For the purpose of the policy, grievance means individual grievances and includes all matters but excludes the following:

- Terms of appointment/employment settled and agreed to prior to joining
- Annual performance appraisal/confirmation process
- Grievances arising out of disciplinary action
- Grievances arising out of termination or dismissal
- A grievance already settled during last six months

OBJECTIVE

The objectives of the Grievance Redressal Policy will be:

- To settle grievances of the employees in shortest possible time;
- At lowest possible level of authority; and
- To provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

THE ROLE OF THE HUMAN RESOURCES DEPARTMENT (HRD)

The role of the HRD in the operation of this procedure is to provide assistance and guidance to all employees but primarily to Line Managers/Centre Heads in its interpretation and application.

HRD shall maintain a record of all grievances referred to the grievance resolution committee, number of grievances settled/pending and submit a report to the senior management on annual basis.

SCOPE

Grievance is defined as any kind of dissatisfaction arising out of an action or lack of it which needs to be addressed to enable the employee function efficiently and effectively. Broadly, it can be stated to any discontent or dissatisfaction with any aspect of the organisation.

An employee may raise a complaint under this policy, regarding any matter relating to their employment. This can include the following but is not limited to those listed below:

- Duties of their post.
- Locally agreed terms and conditions of employment.
- Working conditions and environment.
- Departmental procedures, leave etc.
- Any instance of workplace harassment.



Grievances will be treated with utmost confidentiality and sensitivity. As much as possible, the grievances should be discussed mutually with the person, the employee has a complaint with. Further, all efforts should be made to resolve the matter mutually without any external intervention. The intent is to promote healthy working relationships and supervisory practices.

PROCEDURE

A. Informal Stage

The employee should, in the first instance, raise the grievance verbally with their Line managers/Centre Head. In lack of a satisfactory response, the grievance can be escalated to Deputy Executive Director/Executive Director with information to HR Head.

In case, the grievance involves the line manager, then the employee needs to approach the Centre Head/Deputy Executive Director/Executive Director.

In the case of a Centre Head wishing to raise a grievance, he/she should do so verbally with his/her Line Manager/Deputy Executive Director/Executive Director whose action or decision has given rise to the complaint.

In absence of successful resolution of the grievance through discussion, a formal written complaint can be filed to Grievance Resolution Committee as the case may be copying the Head HR.

B. Formal Stage

Stage 1:

Where this is not successful in resolving the grievance, the written complaint/grievance letter must be forwarded to Grievance Resolution Committee within 14 working days of the matter first being raised at informal stage.

Grievance Resolution Committee and its role:

Grievance Resolution Committee will receive all formal complaints on behalf of the organisation.

It will comprise of:

- a) Any one member from senior management - Secretary General/Executive Director/Deputy Executive Director;
- b) Head of Finance
- c) Head of HR and,
- d) Any one Centre Head of another centre (As nominated)

An investigation undertaken by Committee will be in accordance with the principles of natural justice and will be undertaken confidentially and as expeditiously as possible with great sensitivity. The committee will submit the report along with its recommendations to the Deputy Executive Director/Executive Director in 14 working days. Any delay in completion of the investigation needs to be suitably justified.



If there is no resolution of the matter to the satisfaction of both parties, the grievance will progress to Stage 2.

Stage 2:

The report of the committee along with recommendations will then be forwarded by the Deputy Executive Director/Executive Director to the Secretary General for review.

The Secretary General will take a decision and communicate the same within 14 working days from the receipt of the appeal and his decision will be final and binding on all the parties.

Improper Complaints

This policy shall not be used to bring frivolous or malicious complaints against anyone. Making a knowingly false complaint subjects the complainant to disciplinary or corrective action.

However, if a legitimate concern has been raised in good faith and an investigation finds the concern to be unfounded, no action will be taken.

PRESERVATION OF RIGHTS

Nothing in this procedure will in any way detract from, or impinge upon, an individual's statutory rights or those contained in the CUTS Service Rules 1995 (Amended in January 2012).