



**BRMP LEASING & FINANCE PRIVATE LIMITED**

**POLICY ON STAFF GRIEVANCE REDRESSAL POLICY**

### **RECORD OF REVIEW**

<b>BRMP LEASING AND FINANCE PRIVATE LIMITED</b>	
Policy Title	Staff Grievance Redressal Policy
Created By	Human Resource Department
Reviewing & Approving Authority	Board of Directors
Version No.	1
Date of approval	01-01-2026
Review Cycle	Annually or as recommended by the Board of Directors
Nature of Document	Internal

# Staff Grievance Redressal Policy

## 1. Purpose

The purpose of this policy is to provide a fair, transparent, and structured mechanism for employees to raise and resolve workplace grievances in a timely and respectful manner. The organization is committed to maintaining a positive work environment where concerns are addressed promptly and without fear of retaliation.

## 2. Scope

This policy applies to all employees of the organization, including permanent, temporary, contractual, and probationary staff, across all departments and locations.

## 3. Definition of Grievance

A grievance is any concern, problem, or complaint raised by an employee related to their work, working conditions, employment terms, interpersonal relationships, or treatment in the workplace.

Examples include, but are not limited to: - Unfair treatment or discrimination - Harassment or bullying - Workload or role-related concerns - Performance appraisal disputes - Leave, compensation, or benefits-related issues - Health and safety concerns

Matters related to disciplinary action, termination, or issues covered under separate statutory mechanisms may be addressed under relevant policies.

## 4. Principles of the Policy

- **Fairness:** All grievances will be handled impartially and objectively.
- **Confidentiality:** Information will be shared strictly on a need-to-know basis.
- **Timeliness:** Grievances will be addressed promptly within defined timelines.
- **Non-Retaliation:** No employee shall face retaliation for raising a grievance in good faith.
- **Transparency:** The process and outcomes will be clearly communicated.

## 5. Grievance Redressal Structure

### 5.1 Immediate Supervisor

The first level of grievance handling.

## 5.2 Department Head / Manager

Second level of escalation if the grievance is unresolved.

## 5.3 Grievance Redressal Committee (GRC)

A formal committee constituted by management, typically comprising: - HR representative (Chairperson) - Department Head (not directly involved) - Senior management representative - Any other member as deemed necessary

## 6. Grievance Redressal Procedure

### Step 1: Informal Resolution

- The employee is encouraged to discuss the grievance verbally with their immediate supervisor.
- The supervisor should attempt to resolve the issue within **5 working days**.

### Step 2: Formal Written Complaint

- If unresolved, the employee may submit a written grievance to the HR Department or Department Head.
- The complaint should include details of the issue, relevant facts, and any supporting documents.
- Acknowledgement will be provided within **2 working days**.

### Step 3: Investigation and Review

- HR or the GRC will conduct a fair investigation, which may include meetings with concerned parties.
- The investigation should be completed within **10–15 working days**.

### Step 4: Decision and Communication

- A written response outlining the decision and corrective actions (if any) will be shared with the employee.
- Reasons for the decision will be clearly documented.

### Step 5: Appeal

- If the employee is dissatisfied, they may appeal to senior management within **7 working days** of receiving the decision.
- The decision of senior management will be final.

## 7. Confidentiality

All grievances and related proceedings will be treated as confidential. Breach of confidentiality may lead to disciplinary action.

## 8. Protection Against Victimization

The organization strictly prohibits retaliation or victimization of any employee who raises a grievance. Any such behavior will be treated as misconduct.

## 9. False or Malicious Complaints

If a grievance is found to be intentionally false or malicious, appropriate disciplinary action may be taken against the complainant.

## 10. Record Keeping

HR will maintain records of all grievances, investigations, and outcomes for audit and reference purposes, in compliance with applicable laws.

## 11. Policy Review and Amendment

This policy will be reviewed periodically and may be amended by management to ensure effectiveness and compliance with legal requirements.

## 12. Effective Date

This policy comes into effect from the date of approval by management/Board.

**\*\*\*End of Policy Document\*\*\***