

GRIEVANCE REDRESSAL POLICY

OBJECTIVE

- To provide a formalised means of expressing dissatisfaction
- To take corrective measures in a rational and objective way
- To maintain a conducive work environment

SCOPE

This Policy applies to all employees of VBHC those engaged under a contract of employment by the organization, Contract labourers as well as internship and work attachment etc. This Policy shall also extend to provide vendors and suppliers of materials/services to VBHC.

PROCEDURE FOR GRIEVANCE REDRESSAL

- If an Employee has a problem regarding employment, it is the aim of VBHC that it will be resolved fairly and promptly. The purpose of the grievance procedure will be to ensure that in such circumstances employee has the opportunity to discuss the problem, and to find a mutually agreeable solution.
- The time limits suggested in the procedure may be varied, by mutual agreement, to allow further investigation of a problem or because of work commitments.
- In many cases problems may be resolved quickly through informal discussion.
- Only if informal discussion has been tried, and has failed to bring about a satisfactory solution, will the more formal procedure described below be used. This formal procedure has three stages

STAGE 1

- An employee will write formally to his superior/reporting officer setting out the problem and the actions taken so far to resolve the matter. He will also state in his letter that it is a formal grievance. The superior/reporting officer will then investigate possible solutions, consulting with colleagues where appropriate, and obtaining authorisation for appropriate action, if required.
- The reporting officer will also arrange to meet the concerned employee within three working days of receiving the formal letter to discuss the problem, and a possible

solution. Any solution proposed will be recorded and given to the concerned Employee within two working days of this meeting or as soon thereafter as is practicable.

STAGE 2

- If the Employee is dissatisfied with the outcome of Stage 1 he may write again to the Department Head within five working days of his receipt of the proposed solution. Further, the employee will be required to give the reasons for unhappiness with the original proposal.
- The Department Head will arrange to meet the concerned Employee as soon as practicable to discuss the situation with a view to agreeing to a solution. The outcome of this meeting will be communicated to the concerned employee in writing within ten working days or as soon as is practicable.
- This may be used to appeal against disciplinary action taken.

STAGE 3

- In the event the Employee is still dissatisfied with the outcome, he may have a final right to appeal to the Grievance Committee which will be constituted of the Management by writing an email to grievancecommittee@vbhc.com
- The Grievance Committee will arrange to meet the concerned employee to discuss the problem and actions taken so far. Again this will be with a view to reach an agreement on how the problem may be resolved. The Grievance Committee will communicate the outcome of this review in writing to employee concerned within ten working days of the meeting, or as soon thereafter as is practicable.
- If the grievance concerns a disciplinary matter, notes with regard to the content of the meeting will be taken and signed by everyone present at the meeting. A copy of these notes will be placed in the personnel file of the concerned Employee.
- All decisions arising from this meeting will be final and there is no further 'right of appeal' within the firm.