

Grievance Redressal Policy

1. Why this Policy?

The very objective of the Grievance redressal Policy is to provide a healthy Employer – Employee relationship, as the Company (CIEL) values every Employee as a Member of the Company and delve into genuine grievances raised by the Members with high priority. Through this Member satisfaction is achieved which shall increase the productivity and efficiency of the Members thereby enabling the Company to achieve its goals.

a) Definition:

Grievance is defined as any discontent or dissatisfaction, arising out of any work-related issues connected with CIEL or its Members which they think, believe or even feel to be unfair, unjust or inequitable and needs a remedial action.

b) Important aspects of the Policy:

CIEL deeply values the human resources who either run its business or enable it right from finding Clients looking for their services up to delivering the solutions they need. This policy outlines CIEL's approach to address any grievance the Member(s) may face during their employment in CIEL.

The policy aims to provide Members with a mechanism to settle their general and individual grievances in connection with the workplace, working environment and reporting relationships etc.

2. Guiding principles for this policy:

CIEL is committed to promoting a work environment that emphasis on equality and fair treatment of Members at workplace. It also ensures that there is fair process in place to deal with member concerns along with procedures for collecting and noting the grievances.

The policy has been framed to provide a direct procedure through which the members can address their issues or complications that they face at workplace and get a proper solution for them.

The guiding principle of this Policy is to facilitate a healthy work culture for the Members where no grievances exist and thereby help in improving their performance and productivity at CIEL.

3. Scope of the Policy:

CIEL HR Grievance policy cover both Group and Individuals Grievance.

Group Grievance: which affect a team or group of employees such as changes in the Management policies, Performance Evaluation Polices or Increment and Bonus Polices of the company.

Individual Grievances: which affect individual or one employee and require a one-to-one approach such as discipline, demotion, classification disputes, denial of benefits, unfair treatment at work, favouritism by supervisors or peers, working environment grievances etc.

This Policy and Guidelines will be applicable to all complaints and concerns raised by an Individual Member or Group against another Member or Management.

Internal Grievance committee:

CIEL has a Complaints Committee (CCC – CIEL COMPLAINTS COMMITTEE) to deal with any Complaints and Grievances. The Committee (CCC) shall be adequately representing the Members and be at the management level. The following are the scope of activities of the Committee:

- I. To be the grievance redressal forum for investigating complaints, concern and giving an appropriate solution.
- II. The CIEL COMPLAINTS COMMITTEE will be responsible for addressing all the grievances submitted to the Committee through appointing a proper Grievance Officer, who shall investigate into the issue and submit a report to the Committee. This Grievance officer shall be chosen by the Committee from the respective Business or Region from where the Member has raised such grievance to enable nativity to the Member in terms of location, language and comfort but at the discretion of the Committee.
- III. Appeals: If the concerned employee is not satisfied by the decision of the Committee, the committee will refer cases to the Chairman or equivalent authority and the he / she shall address the grievance in such cases.

Composition of CIEL Complaints Committee (CCC):

- a) Grievance 'Officer' who shall be a member at senior level at workplace from amongst the employees or HR Head who will hear out the grievances of individuals and counsel them.
- b) not less than two Members from amongst employees preferably committed to the cause of employee welfare or who have had experience in grievance management and grievance handling, and a woman member (if the complainant is a woman).

4. Grievance Redressal Process:

Level – 1

At the first instance the affected employees should submit the grievance report (in writing) stating his/her name, designation, employee code and grievance to his/her immediate supervisor. The supervisor should acknowledge the report of grievance, if possible, immediately. The supervisor should redress the grievance within a period of two working days. IN case it is Policy level matter the grievance should be referred to HR Head who will redress the grievance.

Level – 2

If the concerned employee is not satisfied with the above response from his/her immediate supervisors he/she can submit the grievance along with the reply to the Grievance officer. The officer would hear out the grievance of the employee and counsel them. Acknowledgment of the report of the grievance will be issued to the concerned employee. The Grievance officer should redress the grievance within a period of three working days

Level – 3

If the grievance still persisted, a formal grievance would be lodged and forwarded to the CIEL Complaints Committee. The committee which will comprise of Functional Director, HR Head, Department representative and Legal advisor who will meet or come on a call together to assess the situation and the grievance. Based on the analysis of the grievance and the feedback and views of the Grievance officer, the members of the Committee shall suggest an appropriate action to the Member within three working days.

Appeal: If the concerned Member is not satisfied with the report of the CCC, then the Member shall make an appeal through the CIEL Complaints Committee, who would send it the Chairman for his/her consideration and appropriate action if any, The decision of the Chairperson of CIEL shall be final and binding on the concerned employee.

5. Confidentiality:

CIEL will ensure to maintain the confidentiality as far as possible, however in some cases it may be necessary to speak and involve the other members in order to seek multiple opinion and to bring fairness in resolving the grievance. All the members involved in the grievance are required to maintain the confidentiality including the complainant and if any member breaches the confidentiality element, disciplinary action will be taken against the employees.

6. Policy Review:

Management review is held each year to review implementation of this policy and draw upon further improvements for the following year. These improvements will include the policy itself and the associated business processes to attain the objective of this policy. It would be the endeavour of the Management to ensure speedy implementation of the decision of the CIEL Complaints Committee and provide a healthy and safe environment to the Members of the Company. The records shall be maintained under safe custody for three years for any further review at the discretion of the Company.