

INDUS TREE CRAFTS FOUNDATION

GRIEVANCE REDRESSAL POLICY



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1. Introduction

- This policy outlines the procedures for receiving, investigating, and resolving grievances related to the operations of Indus Tree Crafts Foundation. The policy is designed to ensure that all stakeholders, including employees, farmers, workers, and community members, have a clear, transparent, and accessible process for addressing any concerns or issues that may arise in connection with the operations of Indus Tree Crafts Foundation.

2. Scope of the Policy:

- This policy applies to all stakeholders involved in the operations and functioning of Indus Tree Crafts Foundation and its related bodies, including but not limited to:
 - I. Employees: All permanent and contractual employed by Indus Tree Crafts Foundation.
 - II. Workers: Workers employed directly or indirectly in operations of Indus Tree Crafts Foundation.
 - III. Other Stakeholders: Contractors, suppliers, and any other third parties associated with the Indus Tree Crafts Foundation.

3. Objectives:

- To provide a systematic approach for raising and resolving grievances.
- To ensure that grievances are addressed in a fair and timely manner.
- To make staff aware about the grievance lodgment and handling processes.
- To provide a fair and transparent mechanism for addressing grievances.
- To ensure timely and effective resolution of grievances.
- To promote trust and cooperation among all employees involved in the operations and functioning of Indus Tree Crafts Foundation.

4. Grievance Submission Process:

- Grievances can be submitted through multiple channels, ensuring accessibility to all employees:
 - Written Complaints: Complaints can be submitted in writing to the Human Resources (HR) department or relevant department head.

- Email: Grievances can be sent via email to the designated grievance handling address on anoop@industree.org.in.
- Verbal Submission: Complaints can be made verbally during meeting with Human Resource Manager or over a call to him/her on +91 9995388330.

5. Grievance Handling Procedure:

- Acknowledgment: Upon receipt of a grievance, an acknowledgment will be provided to the complainant within 2 working days.
- Assessment: The grievance will be assessed to determine its nature, severity, and potential impact on the Indus Tree Crafts Foundation and stakeholders.
- Investigation: A detailed investigation will be conducted by a designated Grievance Redressal Committee (GRC) consisting of representatives from the departments, directors, and an independent third party if necessary.
- Resolution: Based on the investigation, the GRC will propose a resolution. The resolution will be communicated to the complainant within 30 days of the grievance submission.
- Appeal: If the complainant is not satisfied with the resolution, they may appeal to a higher authority within the organization. The appeal must be submitted within 15 days of receiving the resolution.
- Final Decision: The appeal will be reviewed, and a final decision will be communicated within 15 days.

6. Confidentiality:

- All grievances will be handled with the utmost confidentiality. The identity of the complainant will be protected unless disclosure is required for the resolution process.

7. Monitoring and Reporting:

- The Human Resource Manager will maintain a register of all grievances received, along with details of their resolution. Regular reports will be prepared and shared with the directors to ensure transparency and accountability.

8. Review and Update of the Policy:

- This policy will be reviewed annually or as required to ensure its effectiveness. Any updates or revisions will be communicated to all employees and stakeholders.

9. Authorized Signatory:

Name:

Designation:

Indus Tree Crafts Foundation



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