



SAKSHAM TRUST
“Limiting Limitations”

Grievance Redressal Policy
(Effective: April 2024 – March 2025)

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1. Purpose & Scope

The Grievance Redressal Policy aims to provide employees, volunteers, beneficiaries, and stakeholders with a fair, transparent, and accessible mechanism to raise concerns, complaints, or grievances related to workplace practices, behavior, organizational processes, or service delivery.

This policy applies to:

- All employees (full-time, part-time, contractual, probationary, interns)
 - Volunteers and consultants
 - Beneficiaries and external stakeholders engaged with Saksham
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2. Objectives

- To promote a safe, respectful, and inclusive environment.
 - To provide a clear procedure for raising and resolving grievances.
 - To ensure grievances are addressed **promptly, fairly, and confidentially**.
 - To prevent victimization of any complainant.
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3. Definition of Grievance

A grievance may include but is not limited to:

- Concerns about working conditions, unfair treatment, or discrimination.
 - Harassment, bullying, or interpersonal conflicts.
 - Violation of organizational policies or ethical standards.
 - Concerns from beneficiaries about service delivery.
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4. Principles of Grievance Handling

- **Confidentiality:** All complaints will be handled sensitively and confidentially.

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- **Non-Retaliation:** No individual will be penalized for raising a genuine grievance.
 - **Fairness:** All parties will be given an equal opportunity to present their case.
 - **Timeliness:** Complaints will be resolved promptly.
 - **Documentation:** Records of grievances and actions taken will be maintained.
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5. Grievance Redressal Mechanism

Step 1: Informal Resolution

- Employees/stakeholders are encouraged to resolve issues directly with the concerned person, where appropriate.
- If unresolved, the grievance may be escalated to the immediate supervisor/manager.

Step 2: Formal Grievance Submission

- A written grievance should be submitted using the **Grievance Reporting Form (Annexure A)** to the HR Department / Grievance Officer.
- The grievance must include details: nature of complaint, dates, people involved, and supporting documents.

Step 3: Acknowledgement

- The grievance will be acknowledged within **3 working days**.

Step 4: Investigation

- The HR Department / Grievance Committee will conduct an impartial investigation within **15 working days**.
- Both complainant and respondent will be heard.

Step 5: Resolution

- The Grievance Committee will recommend corrective action to management.
- Resolution/decision will be communicated in writing within **30 working days**.



Step 6: Appeal

- If the complainant is dissatisfied, they may appeal in writing to the **Managing Trustee** within **10 working days** of receiving the decision.
 - The Managing Trustee's decision will be final.
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6. Roles & Responsibilities

- **Grievance Officer (HR Head/Manager):** Primary contact for grievance handling.
 - **Grievance Redressal Committee:** Comprising HR, one senior staff, and one external advisor (if required).
 - **Management:** Ensure compliance, impartiality, and implementation of corrective measures.
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7. Timelines

- Acknowledgement: 3 working days
 - Investigation: 15 working days
 - Resolution: 30 working days
 - Appeal: within 10 working days
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8. Confidentiality & Record Keeping

- All records will be kept securely by HR for a **minimum of 3 years**.
 - Access will be restricted to authorized personnel.
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9. Awareness & Communication

- This policy will be shared with all staff at induction.
- A copy will be displayed on notice boards and the organization's website.

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10. Review of Policy

- The policy will be reviewed **every 2 years** or earlier if required by law or organizational changes.
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Annexures

- **Annexure A:** Grievance Reporting Form

Annexure A - Grievance Reporting Form

Grievance Reporting Form

Field	Details to be Filled by Complainant
Name of Complainant	
Employee ID / Volunteer / Beneficiary	
Department / Project	
Contact Number	
Email ID	
Nature of Grievance (Workplace / Service / Behaviour / Other - please specify)	
Date & Time of Incident	
Location of Incident	
People Involved (if any)	
Detailed Description of Grievance	
Supporting Documents (if any)	
Steps Already Taken (if any)	
Desired Resolution / Outcome Expected	
Date of Submission	
Signature of Complainant	

For Office Use Only

Field	Details
Date of Acknowledgement	
Grievance Officer Assigned	
Investigation Start Date	
Investigation End Date	
Action Taken / Resolution	
Decision Communicated On	
Signature of Grievance Officer	