

GRIEVANCE HANDLING POLICY





1. Jaipuria Institute of Management is keen to provide a positive and supportive working environment for all of its employees, and as such will take every step to resolve issues in the workplace quickly and efficiently at the lowest possible level.
2. The grievance procedure is not a substitute for good day-to-day communication where employees are encouraged to discuss and resolve daily working issues. Many problems can be resolved informally if channels of communication are kept open and work well. If problems cannot be resolved informally, a grievance may be raised and will be investigated as quickly as possible so that it can be resolved within a reasonable timeframe.
3. The Institute will deal objectively and constructively with all grievances, and employees who decide to use the procedure may do so with the assurance that the matter will be considered fairly and in confidence. However, it must be recognized that it is not always possible to resolve grievances to everyone's satisfaction.
4. The Institute recognizes that formal grievances can have a serious detrimental effect on employees and relationships at work, whether they are upheld or not, and will provide appropriate support to any employee involved in a grievance process from the outset to help minimize any impact.

15.1 Scope and Purpose

1. A grievance is defined as a concern, problem or complaint that the employee raises with management. This may include a complaint from employee about their treatment by supervisors/HOD or colleagues, changes to working practices, or a failure to fulfill duty of care obligations.
2. This Grievance Policy may be used where employees believe that Institute policies and procedures have not been complied with and there is no appropriate appeal mechanism through which they can make their complaint.
3. This Policy applies to all employees of the Institute, regardless of their length of service or type of employment contract. It also applies to former employees, provided that the grievance is received in writing within four weeks of the end of their employment.
4. The purpose of this grievance policy is to resolve issues in the workplace in a most effective manner and at the lowest level possible. It provides a framework within which to deal with complaints, and allows for complaints to be resolved informally where possible, or through a formal grievance procedure where necessary.
5. The procedure outlined below should be used where employee, or groups of employees, have a concern they wish to address. It is not for use in situations covered by collective bargaining process.

15.2 Principles of the Policy

The Institute will observe the following principles in all grievance related matters:

1. The Institute will make every effort to deal with grievances as quickly as possible, at the appropriate management level.
2. No decisions on the outcome of a formal grievance will be made before the case has been investigated.
3. Employees raising a grievance may only do so on their own behalf; they cannot raise a grievance on behalf of a colleague.
4. Where working relationships are a factor in any grievance, support will be given where employees wish to take part in mediation to resolve a difficulty
5. Formal grievances must normally be submitted in writing; if complaint is made verbally which is to be taken forward as a formal grievance, the details must be recorded in writing before proceeding.
6. During the formal grievance procedure, the complainant, & any person against whom a grievance has been submitted, will have the opportunity to state their case before any decision is made.
7. At no stage in the procedure can any party record a meeting or hearing, using audio or video recording equipment, without the prior written agreement of all present.
8. Employees have the right of appeal against the outcome of the grievance procedure

15.3 Informal Procedure

If employees have a concern, problem or complaint, they should try to resolve it informally first. Employees do not have to submit an informal grievance in writing. The following steps should be followed in order to find a resolution:

1. The employee should request meeting with their immediate supervisor or, if this is not appropriate because their immediate supervisor is involved, then the Director of Institute, functional V.P. or V.P. - HR can be contacted.
2. During this informal meeting, the employee should explain the nature of their complaint to the immediate supervisor and their desired outcomes.
3. The immediate supervisor & employee should explore how the issue could be resolved informally.
4. Both parties will seek to reach an agreement on how to take any actions forward. These could involve arranging further meetings with relevant third parties.
5. An informal record should be kept of the steps taken and any agreement reached, e.g. an email or file note. The employee and immediate supervisor will arrange to meet as regularly as necessary to monitor progress throughout the informal procedure, and should meet once all agreed actions have been taken to assess if the matter has been resolved.
6. If the complainant feels unable to tackle their complaint informally, or he/she has not reached a satisfactory conclusion through the informal process, then he /she may pursue a formal grievance. If this is the case, the procedure outlined below should be followed.

15.4 Formal Process

1. If employees wish to raise a formal grievance, they should put their complaint in writing and address it to their immediate supervisor. If this is not appropriate because their immediate supervisor is involved, then the HOD, V.P. - HR or Director can be contacted.
2. Whenever an employee wishes to put forth any claim or seeks redress of any grievance or of any wrong, which they deemed having been done to them, they must forward their case through proper channel, and shall not forward such advance copies of their application to any higher authority, unless the lower authority has rejected the claim, or refused relief, or the disposal of the matter is delayed by more than three months.
3. No employee shall be a signatory to any joint representation addressed to the authorities for redress of any grievance or for any other matter.
4. When submitting a formal grievance, employee should include a concise summary of the issue, specify the outcome they are seeking & what, if any, actions they have taken to resolve the issue informally.
5. Upon receipt of formal grievance, the same shall be forwarded to the Grievance Redressal Committee.

Composition: Grievance Redressal Committee

Committee Members	Designations
A Professor/Function Head nominated by Director/VC One Associate Professor/Senior Employee (Female) nominated by Director HR representative nominated by VC	Chairman Member Convener

The Chairman of the committee should be senior to the complainant. If not, the Director can nominate another Chairman/fresh Committee for that particular case. The Committee members will:

1. Not be part of the reporting structure of the person being complained about.
2. Normally be at least at a level equal to that of the complainant's immediate supervisor.
3. Normally be at least one level higher than the person being complained about. In addition, their appointment should give no rise to any potential conflict of interest.
4. Should have had no prior involvement in the case.

Note: In case any of the members have to be replaced due to reasons cited above then the Director has the powers to do so. A minimum of three members of the committee, present in person, shall constitute a quorum at any meeting of the committee.

15.5 Process

1. The grievance could be arising out of policy matters or personal reasons.
2. The committee will initially invite the complainant to a meeting to discuss their grievance & this will take place within a week.
3. The committee may wish to interview others in connection with the grievance, and this will be done through separate meetings.
4. At all stages of a grievance, those involved in the investigation must bear in mind the need for confidentiality in order to preserve the integrity of the process and out of respect for any other colleagues involved. Any breach of this may lead to disciplinary action for the employee concerned.
5. The committee will submit its recommendations to the Director / V.P. - HR for approval within a fortnight of having received a grievance. The process could be expedited at the discretion of the Chairman if the grievance be of such a nature which may need immediate attention
6. Three members of the committee, present in person, shall constitute a quorum at any meeting of the committee.
7. If the complaint is against any member of the committee, they shall not form the quorum of that committee in which their case is being heard and decided. In such a case, the senior most person on the committee will co-opt another suitable member with the permission of Director to have the quorum of three members on the committee.
8. The committee will follow the Principle of Natural Justice process and will give sufficient opportunity to all parties to be heard.

15.6 Confirming the outcome of an Investigation

1. Once the Committee has completed its investigation, it must summarize their findings in a written report, with any recommendations, and should forward their report to the Director.
2. This report will normally be made available within 15 days of having received the grievance.
3. The outcome of this report will be shared with the complainant.
4. The Director will be the appellant authority and his / her decision will be final as an appellant authority.

Note : The aggrieved employees must explore the redressal through the internal mechanism before escalating to any external authorities / agencies.