


HR Policies- Process- Procedures			
	Policy on Grievances Handling	Policy No.	LL/HR/015
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1.0 Objective

- To frame a Grievance Handling Procedure.
- To resolve the grievances as soon as possible that existed among the employees.

2.0 Introduction

Grievance is all about violation of the contract, practices, rules and regulations. As human beings are different there is bound to be grievances among employees leading to conflicts at the workplace. To avert any kind of conflicts within the organization, there is need for a proper grievance procedure so that the employees feel that their grievances are addressed and redressed.

In the Industrial Relations language, Grievance is defined as anything which irritates or tends to make work conditions unsatisfactory and thereby harbors a discontent or dissatisfaction arising anything connected with the company that an employee thinks, believes or even feels, unfair, unjust. In this sense many of the controversial issues in Industrial Organizations may be said to arise as a result of inept or ill-advised handling or neglect of grievances which individually may appear trivial but collectively may become explosive

3.0 Applicability

The policy is applicable to all employees Laurus Labs, including persons employed on regular, temporary, Contract and Trainees.

4.0 Reasons for Grievances:

There are two types of characteristics of Grievances i.e. Visible & Hidden. An employee may feel that there has been an infringement of his rights. Grievances exist in the minds of individuals. Grievances may be concerning employment, working conditions, change of service conditions, biased approach, non-application of principle of natural justice, workloads and work norms.

- Economic grievances like Salary & Compensation, Request for Loan / Financial Assistance, Change in Grade etc.
- Related to the attitude of the supervisor towards the employee such as perceived notions of bias, regional, ethnic feelings, recognition, harassment, work place bullying etc.
- Employee is unable to adjust with his colleagues, suffers from feelings of neglect, victimization and becomes an object of ridicule and humiliation etc.
- Issues relating to certain violations in respect of promotions, safety methods, transfer, disciplinary action, work life balance, work load, granting leaves, over stay after the expiry of leaves, medical facilities etc.

Every employee has certain expectations which he thinks must be fulfilled by the organization he is working for. When the organization fails to do this, he develops a feeling of discontent or dissatisfaction. When an employee feels that something is unfair in the organization, he is said to have a grievance.

5.0 Benefits of the Grievance Redressal Procedure:

- Enables the management to know the pulse of its employees by learning about their feelings and opinions about the policies and practices of the organization
- Provides a channel to the aggrieved employees to express their grievances about various aspects of their jobs formally
- Provides clues about the behavior and attitude of the managers and supervisors towards their subordinates
- Gives an assurance to the employees about the existence of a mechanism for the prompt redressal of their grievance
- Keeps up the morale of the employees by ensuring that their grievance will be redressed in a fair and transparent manner

Laurus Labs Limited ensures that the grievance procedure is in conformity with the existing laws of the nation. The procedure cannot violate any of the rights of the employees guaranteed by the law. In case of disagreement between the grievance procedure and the legal provision on any matter, the latter is supreme and binding.

Laurus Labs Limited ensures that the laid down procedure shall be effective and must enjoy the confidence of all the relevant parties namely, the management and the employees.

6.0 The Grievance Handling Procedure:

- Laurus Labs Limited always tries to prevent the grievance from its arising stage in the first instance by creating a positive work environment
- Laurus Labs Limited laid down an effective mechanism to handle the reported grievance in a mutually satisfactory and expeditious manner
- Laurus Labs Limited addresses all the grievances within 15 days' time from the date of the receipt of the grievance
- All the Manager & above category employees are part of the Grievance Handling Procedure
- Head of HR Department shall be responsible for handling the Grievance Handling Procedure
- The grievances shall be received / observed from the employees through the following mechanism:
 - a. Direct observation
 - b. Suggestion boxes
 - c. Direct access to the concerned Managers
 - d. Direct access to the Head – HR
 - e. Direct access to the Management
 - f. Exit interviews
 - g. Grievance Handling Register which is available in HR Department
 - h. Miscellaneous channels

7.0 Steps in Grievance Handling Procedure:

- Identify the grievance and acknowledge the same.
- Listen carefully to the complainant.
- Define the grievance clearly.
- Gather the complete information with facts and figures.
- Analyze and search for multiple solutions to the grievance and finally select the best feasible and possible solution and implement the same.
- Ensure that there is follow-up at each stage for successful grievance procedure.

8.0 Guidelines to all Managers & above employees while handling the Grievance Handling:

If you are not the appropriate person, refer to the right person.
Spend adequate time with the complainant.

Policy on Grievances Handling

Be cool and composed during the process.
 Check for facts and figure rather than hearsay.
 Practice attentive listening skills.
 Find out what bugs the complainant.

Don't have any preconceived notions about the involved parties.
 Don't threaten people.
 Always try to settle the grievance at the lower level amicably rather than dragging to the higher levels where it might become more complicated.
 Conduct the grievance hearing privately.
 Make necessary changes, if there are any irregularities in policies and procedures.
 Keep the entire grievance process confidential.
 Always make the process win-win.

After closure of the grievance, the same shall be reported to HR Department for necessary entries in the Grievance Register.

If any grievance is in open mode and unable to close it effectively, the same shall referred to the HR Department for further solution. If requires, HR department refers the same to Management for suitable solution.

Policy Update Responsibility: HR

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Approved by:

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