

THIS POLICY APPLIES TO UNIQUE PUNCH SYSTEMS PVT. LTD.,

The employer is fully committed to identify and redresses the grievance of all its employees. The employer will provide achieve and sustain high standard of working environment for all its employees by improving the day to day functioning of the organization. Every employee shall be treated with dignity and respect.

Objectives :-

To ensure employees satisfaction by identify and redressing their grievances and to provide an effective channel to communicate and express grievance/ complaints of the employees to employer.

Definition:-

A grievance can be about anything done. Or not done by management or another employees or employees which an employee feel affect him/her unfairly or unjustly.

A grievance can also be about discrimination, harassment, or any another employment related decision or behavior which he/she thinks is unfair, unjust or upsetting.

Grievance is a complaint affecting one or more person and the complaints can be either oral or written dissatisfaction which is mostly related to work and is brought to the notice of the employer.

Committee: - The Committee formation done by voluntary representation of workers and staff with their sincerity and obedient.

EMPLOYER RESPONSIBILITY: - The employer must treat every employee with respect and dignity and must strive to foster an environment where a worker is free to express his / her grievance.

The employer must communicate this to all the new employees during their induction, orientation and during the normal awareness program. The employer shall ensure that no employee will be punished for reporting their grievance and such cases shall be kept confidential.

The employer shall provide a good and healthy working environment as a large number of worker grievance arise due to bad and unhealthy working condition in the factory and due to difference of opinion on any particular point between the management and the workers.



Reporting Procedure:-

1. Personnel in Unique Punch Systems are free to air their grievances and have free access to the responsible person in-charge to air their grievances.
2. Report the same in writing through the suggestion box available in the facility.
3. All grievances written and oral are logged on to a register.
4. A preliminary analysis of all grievance received is carried out and decision is taken based on the nature and the gravity of the problem.
5. Based on the initial analysis remedial & corrective action is initiated keeping in mind the nature of the problem.
6. It is also ensured that the actions taken are communicated to all concerned.
7. The responsible person in charge of resolving the grievance and the Manager HR are to co-ordinate to ensure that all requirements relating to solving the grievance are available as required.
8. A Summary of tasks and actions to be initiated is provided to the executive HR for his reference.
9. Records of all the Corrective action taken are maintained.

Prepared By	Approved By
	

