

SGBS Unnati Foundation

Grievance Redressal Policy

A. Preamble

SGBS Unnati Foundation (SUF) wishes to provide a comfortable, productive, legal and ethical work environment. To this end, the company wants all employees, donors, beneficiaries, auditors & any other person in whatever capacity has any dealings with SUF, to bring any grievances you have about the work place to the attention of the relevant authority mentioned hereinafter.

B. Grievance Escalation Authority

- a. For Employees, their immediate supervisor or any other higher authority
- b. All other parties, the Chief Executive and/or the Board of Directors

C. Grievance procedure.

If you feel that is inappropriate conduct or activity on the part of the company, management, its employees, vendors, customers or any other persons or entities related to the company, we request that you bring this concern to the immediate attention of the authority mentioned in 2 above.

C.1. In the case of employees:

Please try to approach your supervisor at time and place that will allow the supervisor to properly listen to your concerns. If you have discussed this matter with your supervisor previously and you do not believe that you have received sufficient response we request that your concerns be submitted to your supervisor in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem.

If you do not receive a sufficient response to your written complaint within 7 days working days from providing it to your supervisor, or if your supervisor is the problem, you should contact the next level of supervision, and so on.

If you consider the matter an emergency, legal, ethical or safety issue, use your best judgement to expedite the complaint process. The company may have a conference with you and your supervisor or with both of you individually. If the matter is not resolved after that conference, and you believe it still merits attention, it is requested that you immediately place your concerns in writing and bring the matter forward to upper level management and if required with the Chief Executive.

C.2. In the case of all other parties:

Please submit your grievance in writing to the Chief Executive or the Board of Directors.

D. Explanatory Note

It is purpose of his grievance procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievance procedure is also intended to avoid unnecessary employee claims and company legal exposure. The company cannot promise that your specific grievance or complaint will result in the action you request or that you will be satisfied with the outcome of the grievance procedure.

This policy is approved by the Board of Directors in their meeting held on 10 Jan 2017