

GRIEVANCE REDRESSAL AND DISCIPLINARY POLICY

1. Purpose

The purpose of this policy is to provide a structured, transparent, and impartial mechanism for employees, students, and trainees of the institution to raise grievances or complaints. It aims to ensure timely, respectful, and confidential resolution of issues related to working conditions, interpersonal matters, or disciplinary concerns. The committee formed under this policy shall be known as the **Grievance Redressal and Disciplinary Committee (GRC)**.

2. Applicability

This policy is applicable to:

- i. All permanent, temporary, part-time, and contractual employees
- ii. All students, interns, and trainees
- iii. Any other individual engaged with the institution in a working or training capacity

3. Definitions

A. Complaint: Any complaint received revealing the identity and incident

B. Committee: The Grievance Redressal and Disciplinary Committee constituted for this purpose. This also includes any sub-committee formed by the main committee to ensure a fair and impartial inquiry.

C. Complainant: - A person who has a grievance and filing the complaint before the committee

D. Grievance: - A grievance is any concern, complaint, or dispute raised by

an employee which may include but not limited to

- i. Workplace conditions
- ii. Workload or duties
- iii. Discrimination or harassment
- iv. Interpersonal conflicts
- v. Misconducts
- vi. Disciplinary actions
- vii. Salary or benefits
- viii. Abuse of authority
- ix. Any other workplace-related issue



E. Respondent: - A person against whom the complaint is filed by the Complainant

4. Objectives

- i. Foster a healthy, supportive work environment
- ii. Promote open communication and trust
- iii. Ensure fair and unbiased resolution of grievances
- iv. Prevent escalation of workplace conflicts
- v. Maintain discipline within the institution

5. Composition of Grievance Redressal & Disciplinary Committee (GRC)

- i. Chairperson Representative of the Management/Any priest in charge)
- ii. Two staff representatives at least one shall be a female]
- iii. One HR representative
- iv. One member from the legal/ethics cell
- v. One external member (optional)

6. Appellate Authority

In case of dissatisfaction with the GRC decision, an appeal may be submitted within 15 days to the **Appellate Authority**, which consists of:

- i. The Director
- ii. Chief Operating Officer (COO)
- iii. Medical Superintendent

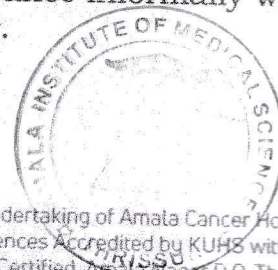
7. Term:

The term of the committee will be 3 years and is renewable from time to time

8. Grievance Procedure

Step 1: Informal Resolution

The employee may first try to resolve the grievance informally with the concerned individual or immediate supervisor.



Step 2: Formal Complaint Submission

If unresolved, a written grievance can be submitted to the GRC through Email or Phone Number assigned for the purpose or dropping the complaints in the boxes designated for the purpose placed near punching stations.

Every complaint should include:

- i. The details of the complainant [Name, Department, Employee ID, Phone Number]
- ii. The details of the respondent [Name, Department, Phone Number, if available]
- iii. Date and place of occurrence
- iv. Nature of the grievance
- v. Any supporting evidence or name of the witness
- vi. Anonymous complaints may be reviewed, but action will be taken only if substantial evidence is available. Furthermore only a aggrieved person is entitled to file a complaint.
- vii. The complaint filed by any other person on behalf of the aggrieved person will be entertained only if there is a genuine reason and the GRC shall record the reason to entertain such complaint.

Step 3: Acknowledgement and Review

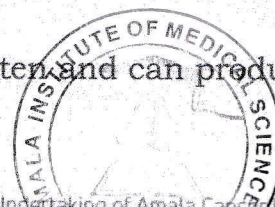
The GRC will acknowledge the grievance within **3 working days** and begin preliminary review.

Step 4: Committee/Sub committee

The Committee has the power to constitute sub-committee or co-opt external/internal experts for impartial inquiry where required.

Step 5: Hearing/Investigation

- i. Within **10 working days**, the GRC will invite the concerned parties for a fair and confidential hearing.
 - ii. The denial to appear for the inquiry without a valid reason will amount to misconduct and subject to misconduct
 - iii. The person who has a valid reason for non-appearance shall submit an application for adjournment stating the reason for non-appearance.
- ii. The parties can file their statements in written and can produce witnesses to prove their side



Step:6 Resolution and Action

i. Based on findings, the GRC will recommend the management to take appropriate action.

Final resolution will be communicated in writing within **30 days** of complaint receipt.

ii. **False complaints** proven with evidence may invite disciplinary action against the complainant.

Step 6: Appeal

If dissatisfied, the parties may appeal to the higher authority within 7 days of receiving the outcome.

9. Complaint against outsiders

The complaint against any outsiders will be forwarded to the Police Officer with the written consent of the Complainant.

10. Meetings

The committee shall hold meetings once in three months or whenever necessary

11. Confidentiality

All grievances and proceedings will be handled with utmost confidentiality.

12. Record-Keeping

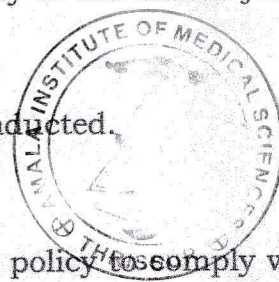
All grievance records will be maintained securely by the Legal department for a minimum of **3 years or as decided by the Management from time to time.**

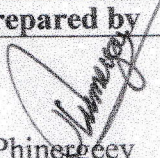
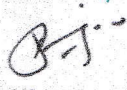
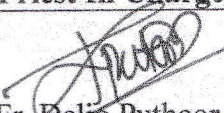
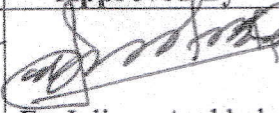
13. Policy Awareness

- All employees will be informed of this policy at the time of joining.
- Displayed on notice boards.
- Regular sensitization/training may be conducted.

14. Amendments

The institution reserves the right to amend this policy to comply with legal updates or internal requirements.



Prepared by	Verified by	Priest In Charge	Approved By
 Adv. Phinergeev Alapatt	 Adv. Piljo Verghese	 Fr. Deljo Puthoor CMI	 Fr. Julious Arakkal CMI

