



## **GRIEVANCE POLICY**

### **INTRODUCTION**

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Mufin encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

### **PURPOSE**

The purpose of this policy is to provide an avenue through which employees and their managers, can resolve work and work place related concerns and other complaints as they arise.

### **POLICY OBJECTIVE**

Mufin will establish mechanisms to promote fast and efficient resolution of workplace issues.

All employees should feel comfortable discussing issues with their manager/supervisor or HOD in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee wishes will be taken into account in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilize this Policy to resolve an issue.

This Policy applies to all the employees of Mufin.

### **RESPONSIBILITIES**

It is the responsibility of **Managers and HOD** to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of and committed to the principles of communicating and information sharing with their employees.
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees are treated fairly and without fear of intimidation.

It is the responsibility of **Employees** to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the **Human Resources Department** to ensure that:

- All HOD's, Managers, employees are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance is provided to all employees in relation to employment and communication issues;
- All HOD's, managers, supervisors, employees are aware of their obligations and responsibilities in relation to handling grievances;

CIN : L65990RJ2016PLC054921



011-42610483



www.mufingreenfinance.com



connect@mufingreenfinance.com



- Any grievance that comes to the attention of HOD and Manager is handled in the most appropriate manner at the earliest opportunity.

## **PROCEDURES**

### **Employment Practices**

All HOD and managers should be aware of the possible ramifications of their actions when dealing with employee issues. They must ensure that all employees are treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, HOD and Manager should contact the Human Resources Department for advice at the earliest opportunity.

Where a grievance or dispute has been brought to a Manager's attention, they should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee involved is not covered by such a document, the guidelines below should be followed.

### **Grievances and Dispute Resolution**

An employee who considers that they have a dispute or grievance that they have not been able to resolve directly with any other involved party should raise the matter with their immediate supervisor as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager or HOD should follow the steps outlined below:

- Make sure that the employee feels listened to and supported. You don't have to agree with what they say, but you must make sure that they know you will act on their concerns.
- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant. Obtain a chronology of events (who, what, why, when, how etc).
- Run through the applicable policies and procedures (e.g. the organisation's anti-discrimination policy) with the complainant.
- Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: e.g. you will discuss the matter confidentially with the HR Head or Management to determine a way in which to deal with the issue and report back to them within a set timeframe.
- Provide the complainant with the organisation's confidentiality and non-victimisation agreement. Explain that they cannot be adversely affected because they have made a complaint, and explain who to report matters to internally if they do feel that they are being adversely affected.
- Provide the complainant with plenty of time to ask questions.
- Offer the complainant assistance (such as counselling through an Employee Assistance Program) or a way to get home safely if they are visibly upset.
- Provide the complainant with a direct contact number that they can call if they have any concerns or queries.



- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee wishes to pursue it, the issue should be discussed with a Human Resources Head, then, if necessary with the Management. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood. If the grievance/dispute is one of a confidential or serious nature involving the employee the complainant may discuss the issue directly with the Human Resources Department or the Management. The Management reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.

### **Investigating a Grievance or Dispute**

Procedural fairness and transparency can make or break a workplace investigation. Maintaining procedural fairness means that you can:

- protect the interests of the participants in the investigation;
- enhance the credibility of the investigation process;
- rely on the investigation (and your findings) when making employment decisions; and
- defend your employment decisions in a court or tribunal.

Following are some pointers to ensure that a workplace investigation is procedurally fair. The investigator should ensure that:

- the respondent is aware of all the allegations made against them in sufficient detail;
- the respondent is allowed a reasonable opportunity, including adequate time, to respond to each of the allegations;
- the investigation is carried out in a reasonable time frame;
- all participants are given the opportunity to have a support person in the interviews pertaining to the investigation;
- all participants are required to maintain confidentiality and sign a confidentiality agreement;
- the investigator has no personal interest or bias in the matter being investigated;
- all participants are given the opportunity to respond to any contradictory evidence;
- the investigator makes reasonable and diligent enquiries to ensure that there is sufficient evidence before making findings on the balance of probabilities.

### **The Importance of Impartiality**

It is critical to ensure that the person responsible for carrying out an investigation is impartial. The investigator must not have a vested interest in the outcome of the matter. Employees will often consider that a HR Head is not sufficiently impartial because of their involvement and role in the workplace. If such a concern is raised, it's important to consider:





## MUFIN GREEN FINANCE LIMITED

*Formerly known as APM Finvest Ltd.*

- whether the use of an external investigator is necessary to ensure impartiality;
- whether any conflicts of interest need to be disclosed (e.g. if any individuals are friends outside the workplace); and
- whether the investigator has handled any previous disciplinary matters.

If there is the possibility that a person's employment will be terminated if the allegations are proven as part of an investigation, then you should seriously consider the use of an external investigator to ensure that your investigation and the process followed will stand up in any potential court proceeding.



CIN : L65990RJ2016PLC054921



011-42610483



[www.mufingreenfinance.com](http://www.mufingreenfinance.com)



[connect@mufingreenfinance.com](mailto:connect@mufingreenfinance.com)

**Corporate office :** 202, 2nd Floor, Best Sky Tower, Netaji Subhash Place, Pitampura, New Delhi -110034

**Registered Office :** SP-147, RIICO Industrial Area, Bhiwadi, Distt. Alwar, Rajasthan-301019