

## Grievance Handling and Redressal Mechanism Policy

### **1. Objective**

- a) To put in place a framework for employees to communicate their queries and grievances and for Universal AI University to address them appropriately.
- b) To ensure high level of employee satisfaction, engagement, and productivity by attempting to redress and resolve the grievances in a fair, transparent, consistent and in timely manner.

### **2. Scope:**

- a) This Policy covers all full-time employees of Universal AI University, across all locations
- b) This Policy does not cover any kind of contractual workers.
- c) Only the following types of grievances shall be considered for redressal:
  - i. **Working Conditions** - Grievances related to working conditions, day to day working environment, inter-personal issues etc.
  - ii. **Remuneration / Employee benefits** - Salary, allowances, Attendance, Leave, reimbursements etc.
  - iii. **Growth and Performance** - Grievances relating to appraisals, incentives, promotions
  - iv. **Collective Grievances** - Grievances brought up collectively by employees, pertaining to common facilities, welfare, Canteen etc.

### **2. General guidelines**

- a) All grievances shall be handled in accordance with the respective policies of HR Manual of Universal AI University, or various guidelines published from time to time.
- b) Grievances will be treated with utmost confidentiality and sensitivity.
- c) Genuine complainant/s shall be accorded protection from any kind of unfair treatment / victimization. However, any abuse of this protection may warrant disciplinary action against such Complainant/s.
- d) Employees or their representatives shall not resort to any form of protest which affects smooth conduct of the institution business, or which may lead to tarnishing the image of the institution

### **3. Grievance redressal process:**

- a) As a first recourse, aggrieved employee may communicate his/her grievance in writing to his Reporting Managers with a copy to HR. In case the grievance pertains to the Reporting Manager, then the employee shall communicate the grievance to her/ his HoD, with copy to

HR.

- b) The concerned Manager shall immediately acknowledge receipt of the grievance in writing and call the aggrieved employee for a formal meeting. The Manager may consult HR and revert to the employee with a course of action/ solution within 7 working days from the date of receipt of grievance.
- c) In case the employee/s is/are not satisfied with the solution, the employee/s may choose to represent the grievance to the Grievance Resolution Committee (GRC). The GRC shall consist of three members from the Executive Cadre and the CHRO. The members of this Committee shall be rotated every year, with at least one member changing every year.
- d) Upon receiving a grievance, the GRC shall study the grievance and call the aggrieved employee for discussion.
- e) GRC shall give its recommendation within 5 working days, and the same shall be communicated to the aggrieved employee by HR.
- f) The decision of the GRC shall be final and binding.
- g) If the outcome of the grievance leads to any action against any employee, the same shall be dealt with in accordance with the Discipline Policy.

#### **4. Exclusions:**

- a. The following types of Complaints will ordinarily not be considered and taken up for investigation in terms of this Policy:
  - i. Complaints that are Illegible.
  - ii. Complaints that are trivial or frivolous in nature.
  - iii. Matters which are pending before a court of Law, State, National Human Rights Commission, Tribunal or any other judiciary or sub judiciary body.
  - iv. Any Unethical and Improper Practice which is alleged to have been committed prior to three months from the date of Complaint.
- b. Anonymous or pseudo- complaints shall not be considered, unless accompanied with strong documentary evidence and data.
- c. Complainant, whose Complaint has been found to be with malafide intention, frivolous, malicious on more than two occasions, shall be disqualified from making further Complaint under this Policy.
- d. Grievances pertaining or arising out of any disciplinary action against an employee shall be dealt with only as per the Discipline

#### **5. Grievance Analysis and MIS**

- d. HR shall maintain a record all grievances referred to HR as well as to the Grievance

Resolution Committee, number of grievances settled/ pending and report to the Senior Management Team on a quarterly basis.

- e. HR shall analyze the above reports and take appropriate action like review / revise relevant systems / procedures, if required or release communication to clarify the matter, to prevent the recurrence of such grievances.
- f. If the outcome of the grievance leads to any modification / amendments in any HR Policy, the same shall be taken up for amendment review, as per the 'Guidelines for Change in Policies'.