



## POLICY ON GRIEVANCE REDRESSAL

Work Situation in an Industrial environment is a place where different levels of employees are working for a common objective with multiple skills and technologies. In such a situation, it is likely that a person may have a grievance, the grievance could be against anybody or against any issue

In order to promote a congenial work environment, the management formulates a grievance procedure for Redressal.

The grievance could be inter- department or intra-department on any issue or person, including a management person also.

The main objective will be to resolve the grievance within the shortest possible time. While formulating the procedure, the management shall;

Provide protection of a worker's privacy where needed.

Not to take any action in a vindictive manner on the complaint.

### Informal Discussions

If a worker has a grievance about their employment he/she should discuss it informally with an immediate supervisor. We hope that the majority of concerns will be resolved in this way.

If the person chooses to represent the grievance orally to manager only, he/she can do the same.

### Step 1 – Statement of Grievance

If the worker feels that the matter has not been resolved through informal discussions, he/she should put his/her grievance in writing to an immediate supervisor.

On receipt of the grievance, the supervisor within two days will gather all relevant information relating to the employee.

After enquiry the supervisor, if the grievance is redressed, the same will be implemented within two days from the day it was resolved.

Date of Issue	01.08.2016	Date of Revision	01.08.2021
Issue no	01	Revision no	01

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## Step 2 – The Grievance Meeting

Within six working days the supervisor will respond in writing to the statement, inviting the worker to attend a meeting where the alleged grievance can be discussed.

This meeting should be scheduled to take place as soon as possible and normally five working days notice of this meeting will be provided to the worker and he/she will be informed of his/her right to be accompanied.

Workers must take all reasonable steps to attend the meeting, but if for any unforeseen reason the worker or the employer can't attend, the meeting must be rearranged.

After the meeting the supervisor hear the grievance and must write to worker informing him/her of any decision or action taken and offering him/her right of appeal.

If the supervisor is not able to redress the grievance the supervisor will inform concerned manager immediately.

## Step 3 – Appeal

The manager will redress the grievance with immediate effect, inform the worker and implement the same. Their decision is final.

## Authorized by

**Faze Three Management**

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