

	<b>Grievance Handling and Conflict Resolution Policy</b>	RISE-AHR-13
		Issue: 01
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## Purpose

The policy of RISE regarding Grievance Handling or Conflict Resolution gives employees the right to raise their grievance with their direct reporting authority, to be accompanied by a representative if they so wish, and to appeal to a higher authority if they feel their grievance has not been resolved satisfactorily.

## Grievance Redressal

When the grievance is brought to the direct reporting authority, it is investigated for the root cause to determine necessary actions for resolution. In situations where grievance is coming from a conflict between two or more people or parties, they are called separately, simultaneously and the grievance is discussed at length. If the grievance is resolved satisfactorily among the persons / parties involved, the senior management does not interfere. If the conflict cannot be resolved by mutual understanding, the senior management intervenes and hold a joint session with the concerned people to resolve the conflict or grievance.

The management ensure that all grievances shall be closed with an appropriate action effectively.

Syed Azam  
Managing Director

