



# AQUARIUS VISION WORKS LLP

## Grievance Redressal Policy

### 1. Purpose

The purpose of this Grievance Redressal Policy is to ensure that all stakeholders, including employees, customers, and partners, can raise their concerns or complaints related to organizational practices, services, or policies in a transparent, fair, and effective manner. The policy aims to address grievances promptly and ensure appropriate remedial action is taken to resolve issues.

### 2. Scope

This policy applies to all employees, customers, vendors, and stakeholders associated with the organization who may have grievances regarding any aspect of the company's services, practices, or decisions.

### 3. Definitions

- **Grievance:** Any concern or complaint raised by an individual or group regarding any act, decision, or service that negatively impacts them.
- **Complainant:** The person or group filing the grievance.
- **Grievance Officer/Committee:** The appointed personnel or committee responsible for managing the grievance process.

### 4. Principles

- **Transparency:** The grievance process will be transparent and accessible to all.
- **Fairness:** All complaints will be addressed impartially and objectively.
- **Confidentiality:** The identity of the complainant and any details shared will be kept confidential unless disclosure is required by law.
- **Timeliness:** All grievances will be acknowledged and addressed within a defined timeline.
- **No Retaliation:** Complainants will not face any retaliation or adverse consequences for raising concerns in good faith.

### 5. Procedure for Raising Grievance

#### 5.1 Informal Grievance Resolution

- **Initial Communication:** The complainant is encouraged to discuss their concern informally with the immediate supervisor, department head, or responsible authority.
- **Resolution Timeframe:** Every effort should be made to resolve the grievance informally within 5 working days.

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### 5.2 Formal Grievance Submission

If the issue remains unresolved, the complainant may file a formal grievance as follows:

- **Submission:** A formal grievance should be submitted in writing to manager or via email to manager/HR. The complainant must provide:
  - A detailed description of the grievance.
  - Any supporting evidence.
  - The relief or action being sought.
- **Grievance Officer/Committee Appointment:** Upon receiving a formal grievance, the Grievance Officer/Committee will be appointed to review and investigate the issue.
- **Acknowledgment:** The grievance will be acknowledged within 3 working days of receipt.

### 6. Investigation and Resolution

- **Review:** The Grievance Officer/Committee will review the grievance and may interview relevant parties or request further information if necessary.
- **Timeline:** The investigation should be completed within 10 working days. If additional time is needed, the complainant will be informed of the extended timeline.
- **Resolution:** A formal response will be provided to the complainant detailing the findings of the investigation and the proposed resolution.
- **Appeal:** If the complainant is not satisfied with the resolution, they may appeal the decision within 5 working days of receiving the response. The appeal will be reviewed by senior management, and a final decision will be communicated within 10 working days.

### 7. Monitoring and Reporting

The Grievance Officer/Committee will maintain a record of all grievances, investigations, and resolutions. These records will be reviewed periodically to identify trends or systemic issues and recommend improvements to company policies or procedures.

### 8. Roles and Responsibilities

- **Complainant:** Responsible for providing complete and accurate information regarding the grievance.
- **Grievance Officer/Committee:** Responsible for ensuring grievances are addressed fairly, objectively, and within the established timeline.
- **Senior Management:** Responsible for reviewing appeals and ensuring the overall effectiveness of the grievance redressal process.

### 9. Confidentiality

All information regarding the grievance will be kept confidential and shared only with those directly involved in the investigation and resolution process.



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### **10. Review of Policy**

This policy will be reviewed annually or as necessary to ensure its effectiveness and compliance with applicable laws and regulations.

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