



Samarth In Participatory Action (SIPA) Grievance Redressal Policy

Introduction

Samarth In Participatory Action (SIPA) 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. SIPA process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

Purpose

The purpose of this policy is to provide a guide line to employees and volunteers and their managers, can resolve work related complaints as they arise.

Policy

SIPA will establish mechanisms to promote fast and efficient resolution of workplace issues. Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

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

This Policy is applicable to permanent and part-time paid employees and to volunteer workers.

Procedures

Employment Practices

All staff should be aware of the policy and the results when dealing with issues. Managers and Supervisor must ensure that all employees and volunteers 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, managers or supervisors should contact the Senior Management for advice at the earliest opportunity.

Following are the steps involved with Manager or Supervisor:

- Ensure that employee feels listened and supported.
- Inform that all the information will be kept 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 Chief Operating Officer 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.
- Complainant can ask number of questions until complainant is satisfied.
- If needed provide the employee/volunteer with a written summary of the meeting and clarification of the next step to be taken.
- Ensure that meeting is conducted in a polite manner.

If the matter is not resolved and the employee or volunteer wishes to discuss it, the issue can be taken up with Chief Operating Officer of SIPA. The COO reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.

Reporting

Following would be steps involved in reporting of Grievance:

In case of Regional Office Field staff can report to immediate line manager (i.e Programme Coordinator). Programme Coordinator in Regional office can report to Programme Manager.

Any financial discrepancy can be reported directly to Chief Operating Officer.

In case of HO also, staff can report directly to line manager. Managers can report to Chief Operating Officer.

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