



Policy No. /HR/ Grievance Redressal Policy		
Issuing Authority: Head of People & Culture		Version No. 1.0
Approving Authority: Directors - Consocia Advisory		Release Date: January 1,2026
Version History		
Version No	Effective Date of the Change	Description of Changes/Revision
1.0	1-Jan- 2026	Base lined

1. OBJECTIVE

The Company is committed to fostering a positive work environment where employees feel respected, valued, and heard. This policy provides a structured mechanism for employees to raise grievances and ensures that such grievances are addressed promptly, fairly, and confidentially.

2. SCOPE

This policy applies to all employees, including consultants -Full time/part time and interns. Grievances may relate to:

- Workplace harassment, discrimination, or bullying
- Unfair treatment, disciplinary action, or denial of entitlements
- Working conditions, facilities, or safety concerns
- Managerial decisions perceived as unjust
- Any other employment-related matter causing distress

The Grievance Redressal Policy is applicable to grievances falling outside the purview of POSH (Prevention of Sexual Harassment), DEI (Diversity, Equity & Inclusion), CABAC (Code of Conduct & Business Ethics), Whistle Blower and other specialized complaint-handling mechanisms/, and excludes issues that may be construed as misconduct in accordance with the Code of Conduct.

3. DEFINITIONS

- **Grievance:** A formal complaint raised by an individual regarding workplace conditions, treatment, or decisions.
- **Complainant:** The individual raising the grievance.
- **Respondent:** The individual(s) (if any) against whom the grievance is raised.

- **Grievance Committee:** A designated body formed to investigate and resolve grievances in line with this policy.

4. GRIEVANCE FILING PROCESS

Step 1: Informal Resolution (Optional)

Employees are encouraged to first attempt resolution informally by discussing the matter with their immediate manager or People & Culture Head.

Step 2: Formal Complaint Submission

If informal resolution is not possible or satisfactory, the employee may file a formal grievance.

5. PROCEDURE

Step 1: Submit a written grievance (email or physical form) to People & Culture Head/Grievance Committee.

Step 2: The complaint must include:

- Description of incident(s)/grievance
- Date, time, and location
- Names of persons involved/witnesses
- Desired resolution (if any)
- Employee's signature and date

Step 3: Acknowledgement

- HR/Grievance Committee will acknowledge receipt within **2 working days**.

Step 4: Preliminary Review

- Within **5 working days**, the Committee will review the complaint to determine whether investigation is warranted.

Step 5: Investigation

- Investigation will commence within **7 working days** of acknowledgement.
- Both complainant and respondent will be interviewed separately.
- Witnesses and relevant documents (if any) may be examined.

- Confidentiality will be maintained throughout.

Step 6: Resolution & Outcome

- Investigation must be completed within **30 working days**.
- Findings will be documented in a written report.
- Possible outcomes:
 - Complaint upheld → corrective/disciplinary action taken
 - Complaint not upheld → explanation provided to complainant
 - Inconclusive → monitoring/training measures implemented

Step 7: Appeal

- If dissatisfied, the complainant may appeal to the founders within **10 working days** of receiving the outcome.
- Appeal decision will be final.

6. GRIEVANCE COMMITTEE FRAMEWORK

Composition (Annexure Attached)

The Grievance Committee shall consist of:

- **Chairperson:** Senior management representative (not directly involved in the grievance)
- **HR Representative:** To ensure compliance with policy and labor laws
- **Employee Representative:** Neutral member nominated by employees
- **External Advisor (optional):** Legal/HR consultant for complex cases with statutory requirements

Roles & Responsibilities

- **Chairperson:** Lead proceedings, ensure impartiality, finalize decisions
- **HR Representative:** Maintain records, ensure timelines, provide procedural guidance, inform the committee of the informal process and outcome
- **Employee Representative/s:** Safeguard employee interests, ensure fairness

- **External Advisor:** Provide expert opinion, ensure compliance with statutory requirements, ensure impartiality

Conflict of Interest

Any committee member with a direct or indirect interest in the grievance, or against whom the grievance is raised, should recuse themselves, and a replacement member may be nominated by the approving authority/founders.

Working Process

1. **Meeting Frequency:** Committee meets as required (including virtually), but at least once a quarter to review pending grievances if any.
2. **Quorum:** Minimum of 3 members must be present for hearings.
3. **Decision-Making:** Majority vote; Chairperson holds casting vote in case of tie.
4. **Confidentiality:** All proceedings are confidential; breach may lead to disciplinary action.
5. **Record-Keeping:** People & Culture Head maintains grievance register with details of complaints, actions taken, and closure status.

6. Timelines Summary

Stage	Timeline
Acknowledgement of grievance	Within 2 working days
Preliminary review	Within 5 working days
Investigation start	Within 7 working days
Investigation completion	Within 30 working days
Appeal filing	Within 10 working days
Appeal resolution	Within 15 working days

7. Possible Outcomes

- **Complaint Upheld (if against an identified respondent/individual):** Written apology, warning, counselling, transfer, demotion, or disciplinary action up to termination. If the grievance is about working conditions, facilities etc. then corrective actions can be taken accordingly.
- **Complaint Not Upheld:** Explanation provided; no action taken.
- **Inconclusive:** Monitoring, training, or mediation measures implemented.
- **Malicious Complaint:** Disciplinary action against complainant, up to termination.

8. Employee Protection

- Employees raising grievances in good faith will not face retaliation or victimization.
- Confidentiality will be maintained at all stages.
- False or malicious complaints may attract disciplinary action.

7. POLICY REVIEW

This policy will be reviewed annually to ensure its effectiveness and relevance. The founders and people function will make updates as needed to ensure effectiveness and compliance with statutory requirements.

8. RESPONSIBILITY FOR EXECUTION

People and Culture Department

9. ACCESS TO THE POLICY

All Employees/full & part time consultants & Interns of Consocia Advisory.

ANNEXURE

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

1. Chairperson: Saurav Aikat
2. HR Representative: Farah Sheeba
3. Employee Representative: Somdatta Sengupta
4. Employee Representative: Sandip Gandhi
5. Advisor: Kanti Mohan Rastogi