



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	
<b>Version History</b>		
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