



# **EFICOR'S** **Grievance Redressal** **Policy**

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# GRIEVANCE REDRESSAL PROCESS

**Purpose:** EFICOR is committed to ensuring a fair, respectful, and transparent workplace. This policy provides a structured process for addressing staff grievances promptly and effectively.

## STEP 1

### Immediate Supervisor Resolution

- Employees raise concerns with their supervisor.
- Response must be provided within 7 calendar days.



## STEP 2

### Escalation to Zonal Implementer/Manager

- If unresolved, grievance is submitted in writing to the Zonal Implementer /Manager with a copy to HR within 10 working days.
- The Zonal Implementer /Manager investigates and responds within 7 calendar days.



## STEP 3

### Escalation to Lead of the Line Department

- If unsatisfied, grievance is escalated to the Lead of the line department within 10 working days.
- The respective Lead, with HR support, investigates and responds within 7 calendar days.



## STEP 4

### Grievance Redressal Committee

- If unresolved, the employee may appeal to the Executive Director in writing.
- The Executive Director forms a Grievance Redressal Committee comprising:
  - o One Lead
  - o HR Senior Manager/ Manager
  - o One Zonal Implementer
  - o One Manager
- The employee may bring a colleague for support.
- The Committee provides a final decision within 15 days, which is binding.



# EFICOR POLICIES

## ORGANISATION POLICIES GRIEVANCE REDRESSAL POLICY

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Applicability	All EFICOR Stakeholders
Revision date of the policy	15 <sup>th</sup> March 2025
Recommended by	Governance Standing Committee
Approved by	EFICOR Board
Planned Review Date	15 <sup>th</sup> March 2028

### 1. Purpose

EFICOR is committed to ensuring a fair, respectful, and transparent workplace. This policy provides a structured process for addressing staff grievances promptly and effectively.

### 2. Scope

Applies to all EFICOR employees.

### Definition of Grievance

A grievance is any formal complaint by an employee regarding workplace conditions, treatment, policies, or entitlements that require resolution.

### 3. Key Principles

- Employees should attempt informal resolution before filing a formal grievance.
- Supervisors must address concerns promptly and fairly.
- Grievances must be submitted in writing within 20 days of the issue.
- Employees are protected from retaliation.
- Confidentiality will be maintained.
- Employees may seek assistance from a colleague.

### 4. Grievance Redressal Process

#### Step 1: Immediate Supervisor Resolution

- Employees raise concerns with their supervisor.
- Response must be provided within 7 calendar days.

#### Step 2: Escalation to Zonal Implementer/Manager

- If unresolved, grievance is submitted in writing to the Zonal Implementer /Manager with a copy to HR within 10 working days.
- The Zonal Implementer /Manager investigates and responds within 7 calendar days.

#### Step 3: Escalation to Lead of the Line Department

- If unsatisfied, grievance is escalated to the Lead of the line department within 10 working days.
- The respective Lead, with HR support, investigates and responds within 7 calendar days.



# EFICOR POLICIES

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### Step 4: Grievance Redressal Committee

- If unresolved, the employee may appeal to the Executive Director in writing.
- The Executive Director forms a Grievance Redressal Committee comprising:
  - o One Lead
  - o HR Senior Manager/ Manager
  - o One Zonal Implementer
  - o One Manager
- The employee may bring a colleague for support.
- The Committee provides a final decision within 15 days, which is binding.

### 5. Special Provisions

- Grade IV employees may escalate grievances beyond Step 1 & Step 2.
- The Governance Committee, in consultation with the Board Chairperson, will handle grievances related to Lead and Executive Director.

### 6. Policy Review

This policy will be periodically reviewed for effectiveness and compliance.

### DECLARATION OF COMMITMENT

To be signed by all EFICOR staff (regular, contracted and project) and volunteers. A copy will be kept on file at the appropriate EFICOR office or personnel file.

I declare that:

1. I have read and understood EFICOR Grievance Redressal Policy.
2. I will work within the procedure as laid out in EFICOR Grievance Redressal Policy.

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_