

Institute of Business Management

Human Resource Department

Grievance Policy:

Policy Statement:

A grievance policy is to enable employees to bring to the attention of management concerns or complaints about work related conditions or problems. Employees in such situations shall be provided with the opportunity to present them through a formal mechanism in place.

Scope:

All employee of IoBM (Faculty & Management Members).

Definition:

Grievance covers issues relating to performance, salary, favoritism, nepotism, disrespectful treatment, insulting behavior of supervisor unfair treatment, inequality, applying rules and regulations discriminatory treatment, gender biases

- A grievance lodge by any employee against the policy and rules if not applied maintaining equality and is affecting the employee.
- This include all matters pertaining to the administration of policies and procedures put in place by the management.
- If an employee feels that the policies have not been applied equally, he/she may take up the matter with his / her HoD.

Procedure:

- Upon becoming aware of the occurrence, the employee should discuss his/her complaints/grievance with the immediate supervisor verbally
- The supervisor after looking into the matter try to resolve the problem as soon as possible
- If the grievance remains unresolved then the HoD will make efforts to get it resolved
- In case the grievance is not resolved it is submitted in writing to the concerned HoD. A copy of grievance will be forwarded to the HoD HR for information and record

- The concerned HoD or HoD HR will give a written response to the employee to settle the issue of the aggrieved employee and forward the same to the EDA for information
- The HoD may consult with the EDA if the need is felt to seek advice on sensitivities and legal implication (with the pro-active approach)
- If the grievance remains unresolved, the aggrieved employee may submit the grievance to the President, IoBM by keeping the EDA in the loop.
- In this situation the decision taken by the President will be final

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