

BHATE & RAJE CONSTRUCTION CO. PVT. LTD.

Ref No. G&C/201/REV-0

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**TITLE: PROCEDURE FOR ATTENDING & MANAGING GRIEVANCE MECHANISM,
COMPLAINTS AND APPEAL**

REVIEWED BY: -

APPROVED BY: -

HOD H.R. & Admin

V.P. (Const Operations)

DATE:

DATE:

ISSUED TO:

CONTROLLED COPY NO:

ISSUED DATE:

1.0 PURPOSE:

To ensure that, procedure for attending and management of grievances and complaints received from employees, contractors & contract workers, suppliers, internal & external stake holders and provide guidance and action to be taken.

2.0 SCOPE:

This procedure is applicable for attending and handling grievances mechanism and complaints received from employees, contractors & contract workers, suppliers, internal & external stakeholders.

3.0 RESPONSIBILITY:

Top Management, Project Managers, and all concerned HOD's, HOD HRD are responsible for review, establish, and maintain this procedure.

4.0 REFERENCE:

Human Rights and Working Conditions Policy.

5.0 PROCEDURE:

5.1 a) Human Rights complaints – Complaints received from employees, contractors & contract workers, suppliers, internal & external stake holders are received and recorded by concern Project Manager in Grievances and Complaint Register (Refer G&C/701)

b) Original complaint received in writing is provided with Serial No in the register and then forwarded to concern HOD/Department for providing necessary information.

