

	GRIEVANCE REDRESSAL POLICY		
Policy No :	VNAI/HR/POL-0003	Version No	01
Department :	HUMAN RESOURCE		

Introduction

VNAI (VNAI) is committed to providing a harmonious and productive working environment. The Grievance Redressal Policy aims to address and resolve any grievances of employees, customers, suppliers, and other stakeholders in a fair, transparent, and timely manner.

Scope

This policy applies to all employees, customers, suppliers, and other stakeholders of VNAI. It covers grievances related to:

- Work environment
- Discrimination or harassment
- Product quality and service issues
- Payment and contractual disputes
- Any other issues affecting stakeholders' interests

Objectives

- To provide a platform for stakeholders to voice their grievances.
- To ensure grievances are handled impartially and confidentially.
- To resolve grievances promptly and effectively.
- To maintain a record of grievances and the actions taken.

Definitions

- **Grievance:** Any concern or complaint raised by an employee, customer, supplier, or other stakeholder.
- **Complainant:** The individual or entity raising the grievance.
- **Grievance Redressal Committee (GRC):** A group of appointed members responsible for addressing and resolving grievances.

Grievance Redressal Mechanism

Grievance Redressal Committee (GRC)

The GRC will consist of:

- A senior management representative (Chairperson)
- Human Resources Manager
- Legal Advisor
- Employee Representative (in case of employee grievances)
- Quality Control Manager (in case of product/service grievances)

Grievance Filing Procedure

1. **Submission of Grievance:**
 - The complainant can submit their grievance in writing, via email, or through a designated online portal.
 - Grievances should be detailed, providing all relevant information and supporting documents.
2. **Acknowledgment:**
 - The grievance will be acknowledged within 2 working days of receipt.
3. **Preliminary Review:**

- The GRC will conduct a preliminary review within 5 working days to determine the validity and seriousness of the grievance.
- 4. **Investigation:**
 - A thorough investigation will be conducted by the GRC, which may include interviews, review of documents, and consultation with relevant parties.
 - The investigation should be completed within 15 working days.
- 5. **Resolution and Response:**
 - Based on the findings, the GRC will recommend appropriate action.
 - The complainant will be informed of the resolution and any action taken within 20 working days from the receipt of the grievance.
- 6. **Escalation:**
 - If the complainant is not satisfied with the resolution, they can escalate the grievance to the Managing Director of VNAI.
 - The Managing Director will review the case and provide a final decision within 10 working days of escalation.

Confidentiality

All grievances will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the resolution process.

Retaliation

VNAI strictly prohibits any form of retaliation against individuals who raise grievances in good faith. Disciplinary action will be taken against any employee found engaging in retaliatory behavior.

Record Keeping

All records of grievances, investigations, and resolutions will be maintained by the Human Resources Department for a period of at least five years.

Policy Review

This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with legal requirements.

Contact Information

For any queries or submission of grievances, please contact:

Human Resources Department

VNAI

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