HIGH TENSILE FASTNUTS (I) PVT. LTD.
PUNE

GRIEVANCE MECHANISM POLICY

1. Purpose
The purpose of this policy is to provide a simple, fair and confidential mechanism for employees and workers to raise their concerns, complaints or grievances without fear of retaliation.

2. Scope
This policy applies to all employees, workers, trainees, contract workers and other persons working at or representing the company.

3. Types of Grievances
Employees may raise grievances related to:
Workplace behaviour or harassment
Working conditions and workplace facilities
Salary, wages or benefits
Working hours or leave
Health and safety concerns
Discrimination or unfair treatment
Supervisor or co-worker behaviour
Any violation of company policy
Any other genuine workplace concern
4. Grievance Reporting Mechanism

Employees can raise their grievance through any of the following methods:
Directly to the HR/Management.
Written complaint to the HR Department.
Grievance/Complaint Box provided at the workplace.
Verbal complaint where the employee is unable to submit a written complaint.

The company will provide reasonable access to the grievance mechanism to all employees and workers.

5. Grievance Handling Process
Complaint Received → Registration → Review/Investigation → Corrective Action → Communication of Decision → Closure

All genuine grievances will be reviewed fairly and within a reasonable time.

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6. Confidentiality and Non-Retaliation
The identity and details of the complainant will be kept confidential as far as practicable.
No employee shall be threatened, punished or subjected to retaliation for raising a genuine grievance or participating in the grievance investigation.

7. Corrective Action
Where a grievance is found to be valid, appropriate corrective or preventive action shall be taken by management.
Serious matters such as harassment, discrimination or sexual harassment will be handled according to applicable company procedures and legal requirements.

8. Records
The company shall maintain a Grievance Register containing, as applicable:
Date of complaint
Complaint reference number
Nature of grievance
Action taken
Responsible person
Closure date
Status

9. Management Commitment
Management is committed to providing a respectful, safe and fair workplace where employees and workers can raise concerns freely without fear of retaliation.