

Doon Business School Group, Selaqui, Dehradun

No — HRP- 62 /2017

Dated — 17 June 2017

SUBJECT: GRIEVANCE REDRESSAL POLICY

Objective

- DBS-Group believes in a comfortable and pleasant working environment. It tries to make every effort to ensure that the employee's work life is comfortable; however, there may be times when problems occur. In these situations, it is necessary to:
 - i. Provide employees with an easily accessible mechanism for settlement of their individual grievances;
 - ii. Ensure fair, just and equitable treatment and consideration for resolving work related problems;
 - iii. Clearly define the process of addressing any complaint or concern highlighted by any employee.

Applicability

- This policy is applicable to all employees of the DBS-Group, including those appointed on contract/ third party payroll or visiting basis.

Guidelines

Definition

- A grievance can be defined as any sort of dissatisfaction, which needs to be addressed in order to enable employees to function efficiently and effectively within the Doon Business School Group.
- For the purpose of this policy, 'Grievance' means individual grievance and is defined as employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by senior colleagues, Reporting Manager, or other employees, which includes all matters, including those related to:
 - (a) Employment (such as salary payment, deputation, relocation, penalty, leaves, and other policies / practices);
 - (b) Unfair / biased / prejudiced treatment or interpersonal issues;
 - (c) Alleged discrimination, including harassment, because of race, color, sex, age, disability, national origin, marital status, or any other non-merit factor;
 - (d) Facilities of the DBS-G like hostel, canteen, library, etc.
- However, this policy does not cover grievances pertaining to, or arising out of, the following:
 - (a) Annual performance appraisal;
 - (b) Disciplinary action, or appeal against such actions;

- (c) Termination / dismissal;
- (d) Sexual Harassment.

Principles of Grievance Redressal Procedure

- DBS-G, expects each stakeholder, who has been entrusted with the responsibility of receiving and addressing employees' grievances, to ensure fairness and timeliness of the process. They should undertake impartial fact-finding and provide adequate opportunity to the involved person(s) to present their case.
- Counseling should be provided to the involved person(s), to the extent possible, to resolve issues.
- Grievances reported under this policy will be treated with utmost confidentiality and sensitivity.
- DBS-Group expects all stakeholders involved to participate in the grievance redressal process in an open, empathetic and respectful manner. Institute does not tolerate any form of retaliation against employees availing themselves of this procedure.
- However, the procedure should not be construed as preventing, limiting, or delaying the DBS-G from taking disciplinary action against any individual, including possible termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the disciplinary action is deemed as appropriate.
- DBS-G also expects its employees to use the process judiciously and in good faith. If any employee is found to be misusing this policy by filing a false grievance, providing false witness, or impeding the process in any manner, knowingly or intentionally, the institution will consider disciplinary action against the employee. The disciplinary action will be based on the level of offence involved, and it may range from warning to suspension on the employment.