



# SWASHODHAN TRUST

(Regn. No. 286/2017 12 A and 80 G approved)

3-5-1119/11, Kachiguda X Roads, Rajmohalla, Hyderabad - 500 027, Telangana, India

Tel.: +91 9493334954, USA No. : 8326102842

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www.swashodhan.org

## Grievance Redressal Policy

### I. Purpose

- To provide a clear and structured process for reporting and resolving grievances within the NGO.
- To ensure that all grievances are treated fairly, promptly, and with confidentiality.

### II. Scope

- This policy applies to all employees, volunteers, beneficiaries, and stakeholders involved with the NGO.

### III. Definition of Grievance

- Grievance is a formal complaint regarding an issue that affects an individual's ability to perform their duties or participate in the organization. This can include but is not limited to:
  - Work-related issues (e.g., unfair treatment, harassment, discrimination)
  - Breaches of policies or procedures
  - Conditions of work
  - Concerns regarding the organization's work toward beneficiaries

### IV. Principles

1. **Fairness:** All grievances will be handled impartially, with all parties given an opportunity to present their viewpoints.
2. **Confidentiality:** Details regarding grievances and their resolution will be kept confidential to protect the parties involved.
3. **Timeliness:** Grievances will be addressed promptly to prevent escalation and ensure timely resolution.

### V. Grievance Reporting Procedure

1. **Informal Resolution:**
  - Encourage individuals to address grievances informally with the relevant parties when possible, such as direct supervisors or management.
2. **Formal Grievance Submission:**



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- If the grievance cannot be resolved informally, individuals may submit a formal grievance in writing.
- Include specific details of the grievance, supporting evidence, and the desired outcome.

### 3. Designated Grievance Officer(s):

- Appoint a Grievance Officer or Committee responsible for receiving, investigating, and resolving formal grievances.
- Ensure that the officer(s) are impartial and have received training on conflict resolution and mediation.

## VI. Investigation Process

- Upon receipt of a formal grievance, the Grievance Officer(s) will:
  1. Acknowledge receipt of grievance within a one week.
  2. Conduct a thorough investigation, including interviewing relevant parties and reviewing documentation.
  3. Document the investigation process and findings.

## VII. Resolution

- The Grievance Officer(s) will communicate the outcome of the investigation to the complainant and any other relevant parties.
- If grievance is upheld, appropriate actions will be taken to resolve the issue.
- The complainant should have the right to appeal the decision if they are unsatisfied with the outcome.

## VIII. Appeal Process

- Establish a clear procedure for individuals to appeal decisions made regarding grievances, including timelines for submission and review.
- An appeals committee should be formed to review the case impartially.

## IX. Protection Against Retaliation

- Prohibit any reprisal against those who submit grievances or participate in an investigation.
- Any acts of retaliation will be treated seriously and may result in disciplinary action.



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## X. Monitoring and Evaluation

- Regularly review the grievance redressal process to assess its effectiveness.
- Maintain records of grievances received, actions taken, and outcomes to identify trends and areas for improvement.

## XI. Training and Awareness

- Provide training for staff and volunteers on the grievance redressal policy and procedures to ensure familiarity with the process.
- Promote awareness about the importance of addressing grievances and the protections available to complainants.

**Employee**

**Administrator**

**Date:**

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