



GRIEVANCE HANDLING SOP

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1. PURPOSE

This SOP defines the procedure for receiving, recording, investigating, and resolving grievances raised by employees, suppliers, or other stakeholders. The goal is to provide a **fair, transparent, confidential, and timely resolution** process.

2. SCOPE

This SOP applies to:

- All employees (permanent, contract, trainees, apprentices)
- Suppliers, contractors, service providers, and other business partners
- Any other stakeholders with legitimate concerns

3. DEFINITIONS

- **Grievance:** Any complaint, concern, or dissatisfaction related to workplace practices, ethics, discrimination, harassment, supplier issues, health & safety, or other misconduct.
- **Grievance Committee:** A group of appointed representatives (HR, Compliance, Ethics Committee) responsible for handling grievances.

4. RESPONSIBILITIES

- **Employee / Supplier:** Raise grievance promptly through available channels.
- **HR / Compliance Officer:** Acknowledge grievance, record details, and ensure confidentiality.
- **Grievance Committee:** Investigate impartially, recommend corrective action, and close the grievance.
- **Management / Board:** Oversee process, ensure fairness, and review unresolved cases.

5. PROCEDURE

Step 1 – Reporting

Grievances may be reported via:

- Email: **grievance@threyes.co.in**
- Suggestion / Complaint drop box
- Written grievance form (HR Department)
- Hotline: +91-XXXXXXXXXX
- Direct reporting to HR / Supervisor



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Step 2 – Acknowledgment

- All grievances must be acknowledged within **3 working days**.
- A grievance ID number will be assigned for tracking.

Step 3 – Recording

- Details entered in the **Grievance Register** (Excel / Digital Log).
- Information includes: complainant details (if not anonymous), nature of grievance, date, assigned officer.

Step 4 – Investigation

- **Initial Review:** Conducted by HR/Compliance Officer within **7 days**.
- **Detailed Investigation:** If required, the case is forwarded to the **Grievance Committee**.
- **Timeline:** All grievances should be resolved within **30 days**.

Step 5 – Resolution & Corrective Action

- Options include counseling, mediation, disciplinary action, policy revision, or supplier corrective action.
- Resolution communicated to complainant (where possible).

Step 6 – Escalation

- If grievance is not resolved satisfactorily, it may be escalated to:
 - **Senior Management**
 - **Board of Directors / Ethics Committee**

Step 7 – Closure

- Grievance status updated as **Closed** in the register.
- Corrective action evidence retained (meeting minutes, emails, corrective action reports).

6. CONFIDENTIALITY & PROTECTION

- Identity of complainant will be protected.
- No retaliation will be tolerated.
- Anonymous grievances will also be investigated if sufficient details are provided.



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7. RECORDS & DOCUMENTATION

- Grievance Register (Excel / System log)
- Investigation reports
- Meeting minutes
- Corrective action records
- All documents retained for **minimum 5 years**

8. REVIEW & IMPROVEMENT

- Grievance data will be reviewed **quarterly** by the HR & Compliance team.
- Trends will be analyzed to improve workplace practices.
- SOP will be reviewed **annually**.

9. REFERENCES

- Company Code of Ethics & Conduct
- Whistleblower Policy
- POSH Policy (if applicable)
- Supplier Code of Conduct

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