EMPLOYEE GRIEVANCE REDRESSAL MECHANISM POLICY- 1.1.2025(Amended)

From,

Dean

To,

AIMSR Family

Sub: Employee Grievance Redressal Mechanism Policy

1. POLICY STATEMENT

Apollo Institute of Medical Sciences and Research (AIMSR) is committed to fostering a positive, transparent, inclusive and harmonious work environment where every employee is treated with dignity, fairness and respect.

The Institute recognizes that employees may encounter workplace-related concerns, dissatisfaction or grievances during the course of their employment. The Employee Grievance Redressal Mechanism has been established to provide a structured, accessible and time-bound process for employees to raise their concerns and seek appropriate resolution.

The Institute encourages employees to communicate their grievances without fear of discrimination, victimization or retaliation.

2. OBJECTIVES

The objectives of this policy are to:

1. Establish a transparent and systematic mechanism for addressing employee grievances.
2. Provide employees with accessible channels to communicate their concerns.
3. Ensure timely, impartial and fair resolution of grievances.
4. Promote healthy communication between employees, departmental heads and management.
5. Prevent workplace conflicts from escalating through early intervention.
6. Maintain confidentiality and protect the dignity of all individuals involved.
7. Strengthen employee satisfaction, trust and organizational harmony.

3. SCOPE AND APPLICABILITY

This policy is applicable to all employees of Apollo IMSR, including teaching faculty, doctors, nursing staff, paramedical staff, administrative personnel, technical staff, support staff and contractual employees, subject to applicable employment terms and institutional policies.

Grievances may include, but are not limited to:

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- Workplace-related issues and interpersonal conflicts.
- Concerns regarding reporting relationships and supervisory conduct.
- Work allocation, duty schedules and workload-related concerns.
- Leave, attendance and workplace administration issues.
- Salary, benefits and employment-related concerns.
- Communication gaps and departmental coordination issues.
- Concerns regarding workplace facilities and working conditions.
- Unfair treatment, discrimination or perceived bias.
- Other employment-related matters affecting employee welfare and workplace harmony.

Matters involving sexual harassment, serious misconduct, discrimination or other matters governed by specific statutory procedures shall be referred to the appropriate legally constituted committee or designated authority and handled under the applicable policy and law.

4. CHANNELS FOR REGISTERING A GRIEVANCE

Employees may register their grievances through any of the following channels:

A. Physical Grievance Boxes

Employees may submit their written complaints in the designated Grievance Boxes placed near the biometric attendance machines in the respective blocks.

B. Email

Employees may send their grievances to:

Grievance@apolloimsr.edu.in

C. Grievance Helpline

Employees may contact the Grievance Committee through:

96526 38245

Employees are encouraged to provide a clear description of the grievance, relevant dates, individuals or departments involved, and supporting documents, wherever applicable.

Monitoring: The HR Department and Grievance Redressal Committee shall check the grievance boxes and designated email inbox on every working day and ensure that complaints received through the helpline are appropriately recorded and addressed.

5. GRIEVANCE REDRESSAL PROCEDURE – FIVE-STAGE MECHANISM

The Institute shall follow a five-stage grievance redressal process to ensure progressive resolution of employee concerns.

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STAGE 1: INITIAL DISCUSSION WITH THE IMMEDIATE IN-CHARGE

- The employee shall first discuss the grievance with their immediate reporting officer or departmental in-charge.
- The in-charge shall listen to the concern, understand the circumstances and make reasonable efforts to resolve the matter amicably.
- The in-charge shall attempt to resolve the grievance within **48 hours** of receiving the concern.
- If the employee does not receive an appropriate response or resolution within 48 hours, they may escalate the matter to the next level.

STAGE 2: ESCALATION TO THE HEAD OF THE DEPARTMENT (HOD)

- If the grievance remains unresolved at Stage 1, the employee shall complete the prescribed Grievance Redressal Form and submit it to the Head of the Department.
- The HOD shall review the complaint, obtain relevant information and discuss the matter with the concerned parties, wherever necessary.
- The HOD shall make every reasonable effort to resolve the grievance within **03 working days** of receiving the complaint.
- If the grievance remains unresolved within the stipulated period, the employee may escalate the matter to the Grievance Redressal Committee.

STAGE 3: REVIEW BY THE GRIEVANCE REDRESSAL COMMITTEE

- The Grievance Redressal Committee shall take up the matter for detailed review and resolution.
- The Committee shall examine the complaint, seek clarification from the concerned individuals and review relevant records or supporting documents.
- Both the aggrieved employee and the concerned departmental representatives shall be given a fair opportunity to present their views.
- The Committee shall strive to arrive at an amicable and mutually acceptable resolution within **07 working days** of receiving the escalated grievance.
- The recommendations and outcome shall be documented and communicated to the concerned parties.

STAGE 4: APPEAL TO THE MANAGEMENT / APPELLATE COMMITTEE

- If the employee or concerned departmental representatives are dissatisfied with the decision of the Grievance Redressal Committee, they may submit a written appeal to the Management or designated Appellate Committee.
- The appeal should clearly specify the reasons for dissatisfaction and any additional information or supporting documents.
- The Management / Appellate Committee shall review the previous proceedings, examine the merits of the appeal and provide an opportunity for clarification, wherever required.
- The Management shall endeavour to reconsider and communicate its decision within **07 calendar days** of receiving the appeal.

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STAGE 5: VOLUNTARY CONCILIATION / THIRD-PARTY MEDIATION

- In exceptional cases where the grievance remains unresolved even after the Management's review, the matter may be referred for voluntary third-party conciliation or mediation, subject to the consent of the parties and applicable law.
- A neutral and mutually acceptable external conciliator or mediator may be appointed, such as a retired judge, experienced lawyer, qualified professional or respected social worker.
- The third-party conciliator shall facilitate discussions between the employee and the Institute to arrive at an amicable settlement.
- The conciliation process shall ordinarily be completed within **07 working days**, subject to the availability and cooperation of the parties.
- Any settlement reached shall be documented and acknowledged by the concerned parties.
- This stage shall not restrict any statutory rights or remedies available to the employee under applicable law.

6. GRIEVANCE REDRESSAL TIMELINE

Stage	Authority	Resolution Timeline
Stage 1	Immediate In-charge	48 hours
Stage 2	Head of Department	03 working days
Stage 3	Grievance Redressal Committee	07 working days
Stage 4	Management / Appellate Committee	07 calendar days
Stage 5	External Conciliator / Mediator	07 working days

Note: The timelines are indicative service standards for the respective stages and do not prevent an earlier resolution. Any unavoidable delay shall be communicated to the employee with appropriate reasons.

7. CONSTITUTION AND RESPONSIBILITIES OF THE GRIEVANCE REDRESSAL COMMITTEE

The Institute shall constitute a Grievance Redressal Committee comprising designated representatives from the following functions:

S.No	Name	Department	Role
1	Dr.Rani Reddy	HOD-OBGYN	Chairman
2	Dr.Neetha Kundoor	Associate Dean (Academics) & Professor, Biochemistry	Member
3	Dr. Nagam Kirthi Chandra	Professor, Orthopedics	Member
4	Dr. Altaf Naseem	Professor, Pediatrics	Member
5	Dr. Manju Lata Arya	Professor, Physiology	Member
6	Ms. Aparna Reddy	COO	Member
7	Mrs. Kranthi Sree	DGM- HR	Member
8	Dr.Tina Priscilla Katta	Professor, Dermatology	Member
9	Dr. Vinila Belum Reddy	Professor, Pathology	Member

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The Management may nominate additional members wherever required, ensuring impartiality and appropriate representation.

Responsibilities of the Committee

- Receive, register and acknowledge employee grievances.
- Maintain a confidential grievance register.
- Examine complaints objectively and impartially.
- Conduct meetings and discussions with relevant stakeholders.
- Recommend corrective and preventive actions.
- Monitor the implementation of agreed resolutions.
- Escalate unresolved or sensitive matters to the appropriate authority.
- Submit periodic reports to Management on grievance trends and resolution status.

A member who has a direct personal interest in a particular grievance shall disclose the conflict and refrain from participating in its review.

8. CONFIDENTIALITY AND NON-RETALIATION

- All grievances shall be handled with appropriate confidentiality and discretion.
- Details of the complaint shall be shared only with individuals who need the information to investigate or resolve the matter.
- No employee shall be subjected to victimization, intimidation, discrimination or retaliation for raising a genuine grievance in good faith.
- Employees and individuals involved in the proceedings shall be expected to cooperate and respect the confidentiality of the process.
- Deliberately fabricated complaints or knowingly false allegations may be dealt with under applicable institutional policies after due examination.

Regards,

Dr K Manohar

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