



Accord Synergy Ltd

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Grievance Handling Policy and Procedure

Issue No.

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Grievances or conflicting thoughts are part of industrial / corporate life and it is essential to bring this conflict to the surface. All conflicts cannot be eliminated but their exposure will contribute towards their reduction. Such exposures lead to adjustments and further improved organizational effectiveness.

Grievance findings through

1. Direct observation
2. Suggestion boxes
3. Personal counselor
4. Exit interviews
5. Miscellaneous channels

Methods of bringing conflict to surface

1. Dissatisfaction is any state or feeling of discontent
2. Dissatisfaction orally made known by one employee to another is a complaint.
3. A complaint becomes a grievance when brought to the notice of the management.

Grievance Redressal Team

Rakesh - Officer

Niraly - Officer

Sandeep - Officer

Formal Actions

1. Warning
2. Making an adverse remark in the service records
3. Suspension from service without wages for a period not exceeding 7 days
4. Stoppage of annual increment up to 2 years with or without cumulative effect
5. Demotion or reversion to the lower grade, post or scale with Reduced pay as per that lower grade, post or scale.
6. Termination

