

1st Apr 2022

GRIEVANCE POLICY

शिकायतनीति

Policy Statement:

Shivam Infocom Pvt Ltd. Is keen to provide a positive and supportive working environment for all of its employees, and as such will take every step to resolve issues in the workplace quickly and efficiently, at the lowest possible level.

Many problems can be resolved informally if channels of communication are kept open and work well. If problems cannot be resolved informally a grievance may be raised and will be investigated as quickly as possible so that it can be resolved within a reasonable timeframe.

Principles of the Policy:

Shivam Infocom Pvt Ltd. Will observe the following principles in all grievance related matters:

1. The company will make every effort to deal with grievances as quickly as possible, at the appropriate management level.
2. Formal grievances may be submitted in writing or verbally; if complaint is made verbally which is to be taken forward as a formal grievance, the details must be recorded in writing before proceeding.
3. During the formal Grievance Procedure, the complainant, and any person against whom a grievance has been submitted, will have the opportunity to state their case before any decision is made.
4. No decisions on the outcome of a formal grievance will be made before the case has been investigated.

For Shivam Infocom Pvt. Ltd.

Authorised Signatory

