

FES GRIEVANCE REDRESSAL POLICY

1. Objectives

The objective of the Grievance Redressal Policy is to provide an earnest opportunity to the employees, village communities, Consultants and Vendors, and other organisations (including donors, auditors, collaborating partners and government officials) working with FES to voice the legitimate grievances that they may have and to provide redressal in effective and timely manner so as to improve the working relationship.

2. Scope of Grievance Redressal Policy

FES Grievance Redressal Policy covers complaints from the following stakeholders.

Employees: Employees of FES means that employees on long term and short term contract who are directly employed by FES. Employee grievances may be pertaining to range of issues such as work allocation, working conditions and environment, compensation, career opportunities, or any other work related issue.

Village Communities: Village communities include individual members and village level institutions. Grievances of village community members may be related to a wide range of issues such as attitude and behavior of FES employees, financial transaction, scope of work, and/or quality of work.

Consultants and Vendors: Consultants include individual professionals as well as institutional clients who offer their professional services in the field of Strategy, Finance, Operations, HR, IT, Tax, Law and other miscellaneous services. Vendors include, but not limited to, Manufacturers, Wholesalers, Distributors, Retailers, Service and Maintenance providers.

Other External Stakeholders: Other external stakeholders include donors, auditors, collaborating partners and government officials. The grievances of external stakeholders may include, but not limited to, values, governance, practices, compliance, quality, and/or financial transactions.

The policy excludes the following;

- a. Communication in the nature of suggestions and communication seeking guidance or explanation are welcome but they shall not be treated as grievance
- b. Complaints that are sub judice (cases which are under consideration by court of law or quasi-judicial body)
- c. Complaints received from contingent employees employed through third party staffing agencies, as these contingent employees are required to raise their grievances through their respective staffing agencies

3. **Constitution of Grievance Redressal Committees**

The Executive Director will constitute Grievance Redressal Committees in the coordination office as well as in all the regions to resolve the grievances raised by different stakeholders. In case the grievance is against the Executive Director, the Chairman of the Board will form a Grievance Redressal Committee from the members of the Board.

4. **Grievance Redressal Time Frame**

Redressal without a written complaint

FES recognizes that aggrieved person(s) are eligible to voice their grievances to the appropriate authorities for a speedy redressal. While FES Grievance Redressal Policy acts as a formal mechanism, the complainant is encouraged to discuss the grievance verbally in person, especially grievances which are prima facie interpersonal in nature, using his/her best judgment. If required, s/he could seek the help of a senior employee in the team, preferably the reporting officer, as a mediator to amicably resolve the issue. Subsequently, the resolution should be communicated to all parties concerned in writing for any future reference.

Written Complaints

- a. **Employees:** would raise their grievance to his/her reporting officer or to the supervisor of the reporting officer in case the grievance is against the reporting officer. The grievance should be resolved within twelve working days.

Appeals: If the employee is unsatisfied with the resolution, s/he can appeal to the supervisor of the reporting officer or to the grievance redressal committee which should resolve the grievance within twelve working days from the date of receipt of the appeal. In case the complainant appeals to the Executive Director, the Executive Director should resolve the grievance within twelve days from the date of receipt of the appeal.

- b. **Village Communities:** The Block/District Team Leader will resolve the grievance usually within twelve days from the date of receipt of the grievance from the President/Management Committee of the Village Institution or within a reasonable time, as mutually agreed. A copy of all such grievances and resolutions will be forwarded to the Executive Director by the recipient of the complaint.

Appeals: If the grievance is not resolved by the Team Leader within a reasonable time, the President/ Management Committee of the Village Institution can appeal to the Regional Team Leader or Team Coordinator at Coordination Office who are the final authorities for grievance redressal. The Regional Team Leader or Team Coordinator at Coordination Office will address the grievance within twelve days from the date of receipt of the grievance.

- c. **Consultants and Vendors:** The Chief Operations Officer will resolve the grievance of consultants and vendors within a reasonable time, as mutually agreed.

Appeals: If the grievance is not resolved by the Chief Operations Officer, they can appeal to the Executive Director for its speedy resolution. The Executive Director would resolve the grievance within a reasonable time and communicate the resolution to the Consultant/ Vendor in writing.

- d. **Donors, Auditors, Collaborating partners and Government Officials:** The Executive Director will resolve the grievance of donors, auditors, collaborating partners and government officials within a reasonable time, as mutually agreed.

Appeals: If the grievance is not resolved by the Executive Director, they can appeal to Chairman of the Board for its speedy resolution. The Chairman would resolve the grievance within a reasonable time and communicate the resolution to the donors/ auditors/ collaborating partners/ government officials in writing.

Arbitration: If the resolution is not acceptable to the donors, they may opt for arbitration as per the MoU.

The procedures for Grievance Redressal for different stakeholders would be developed and communicated to all employees, village communities and other organisations (including donors, auditors, collaborating partners and government officials). Officers would be identified at appropriate levels, who would monitor that the said grievance is addressed within reasonable time and report the same to the Executive Director. The Executive Director shall submit a brief half yearly report to the Board of Governors.
