



# ***Grievance/Conflict Resolution Policy***

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**V2 RETAIL Limited**

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## **1.1 Purpose and Scope**

The purpose of this policy is to provide an avenue/platform through which employees, and their managers, can resolve work-related complaints as they arise.

This policy applies to all categories of employees, including permanent employees, trainees and contractual employees at workplace.

## **2.1 Aim**

V2 Retail Ltd. will establish mechanisms to promote fast and efficient resolution of workplace issues. Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee's wishes will be taken into account in determining the appropriate steps and actions.

## **3.1 Responsibilities**

It is the responsibility of Managers and Supervisors to ensure that:

- They will be able to identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their employees;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organization in general;
- All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of Employees to ensure that:

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- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the Human Resources Department to ensure that:

- All managers, supervisors, employees are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance is provided to all employees in relation to employment and communication issues;
- All managers, supervisors, employees are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.

#### **4.1 Procedures**

All managers and supervisors should be aware of the possible ramifications of their actions when dealing with employee's issues. They must ensure that all employees and volunteers are treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, managers or supervisors should contact the Human Resources Department for advice at the earliest opportunity.

If any employee has any complaints/issues which has not been resolved by his reporting manager/supervisor, he/she can write mail to HR department at [hr@vrl.net.in](mailto:hr@vrl.net.in)

Where a grievance or dispute has been brought to a Manager's attention, they should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the guidelines below should be followed.

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## **5.1 Grievances and Dispute Resolution**

Any employee who considers that they have a dispute or grievance should raise the matter with their immediate supervisor as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager or Supervisor should check for clarification of the issue to ensure they fully understand the complainant's concern. Managers should follow the standard procedure of offering the employee an opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with a Human Resources, then, if necessary, raise it to senior management. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood.

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