

# Grievance Redressal Policy

## 1. Purpose

Swarga Foundation is committed to maintaining a transparent, ethical, inclusive, and respectful environment for all stakeholders. This Grievance Redressal Policy provides a fair and structured mechanism for receiving, addressing, and resolving grievances in a timely and confidential manner.

## 2. Scope

This policy applies to all stakeholders of Swarga Foundation, including but not limited to:

- Employees and staff
- Volunteers and interns
- Beneficiaries and their caregivers
- Donors and partners
- Vendors and service providers
- Board members and consultants

## 3. Definition of Grievance

A grievance is any concern, complaint, or dissatisfaction arising from activities, decisions, actions, or omissions of Swarga Foundation that affect an individual or group.

## 4. Guiding Principles

- **Fairness & Natural Justice:** All grievances will be handled impartially.
- **Confidentiality:** Information will be shared strictly on a need-to-know basis.
- **Non-Retaliation:** No complainant shall face retaliation for raising a grievance in good faith.
- **Accessibility & Inclusion:** The grievance mechanism will be accessible to persons with disabilities.
- **Timeliness:** Grievances will be addressed promptly.

## 5. Grievance Redressal Committee (GRC)

Swarga Foundation shall constitute a Grievance Redressal Committee comprising:

- Grievance Officer – Keerthika
- One Board member or Trustee

The GRC shall be responsible for reviewing, investigating, and resolving grievances.

## 6. Types of Grievances

This policy covers grievances related to:

- Workplace issues and staff & intern conduct
- Discrimination, harassment, or exclusion
- Service delivery and beneficiary support
- Financial or administrative concerns
- Ethical violations or misuse of resources

## 7. Grievance Submission Process

Grievances may be submitted through any of the following modes:

- Written complaint (letter or email)
- Online submission (where applicable)
- Verbal complaint (with assistance for documentation, especially for persons with disabilities)

All grievances should include relevant details, supporting documents (if any), and contact information of the complainant.

## 8. Procedure for Redressal

1. **Acknowledgement:** Receipt of grievance will be acknowledged within 7 working days.
2. **Preliminary Review:** Initial assessment by the GRC to determine validity and scope.
3. **Investigation:** Collection of facts, records, and statements from concerned parties.
4. **Resolution:** Decision and corrective action, if required, within 30 working days.
5. **Communication:** Outcome will be communicated to the complainant in writing.

## 9. Appeal Mechanism

If the complainant is not satisfied with the resolution, an appeal may be made to the Board of Trustees within 15 days of receiving the decision. The Board's decision shall be final.

## 10. Record Keeping

All grievances and their outcomes shall be documented and securely maintained for a minimum period of two years.

## 11. False or Malicious Complaints

Complaints found to be false or malicious may attract appropriate action as per Swarga Foundation's policies.

## **12. Policy Review**

This policy shall be reviewed periodically by the Board of Trustees and updated as required to ensure effectiveness and compliance.

*Approved by the Board of Trustees, Swarga Foundation Effective Date: 1/7/25*