

Policy on Grievance Management

Vedadrama believes in providing a fair and equitable working environment and experience for all its stakeholders.

Stakeholders include employees, participants, facilitators, consultants and vendors.

The organization is committed to ensuring all viable attempts are made to resolve all complaints / grievances in a fair manner, through constructive dialogue, as far as possible.

A concern may be raised regarding presentation or content shared, conduct of stakeholders, training facilities or health / safety.

The process of grievance resolution is:

1. The aggrieved participant is encouraged to first attempt to resolve the issue directly with the person with whom they have the grievance (where applicable).
2. If the aggrieved participant is not comfortable approaching the individual with whom they have a grievance, they can approach the program facilitator(s) or Chief Development Officer with a request to act as an intermediary.
3. If the grievance is not resolved directly or with the intervention of the intermediary, the aggrieved participant can approach the Chief Executive Officer and share the issue verbally or in writing.
4. If the grievance does not involve a stakeholder but is environmental in nature, the complainant may raise the issue with the Chief Development Officer or the Chief Executive Officer of Vedadrama.
5. The recipient of the written grievance shall acknowledge the receipt of the grievance within one business day (24 hours) and close the matter within 15 business days.

In case circumstances warrant a period longer than 15 business days for grievance resolution, the concerned parties shall be updated in writing.

6. The final redressal will be approved by the CEO and will be binding to all parties.

In the process of grievance redressal, it is the responsibility of Vedadrama to:

- Accept and thoroughly investigate all Grievances raised in writing, without bias.
- Ensure that the grievance is resolved within 15 business days, unless communicated to the concerned parties in writing.
- Treat both the complainant and the accused fairly throughout the grievance process.

- Adhere to a no-retaliation policy in case an employee raises a grievance against management.
- Organize mediation meetings with the appropriate parties.
- Commit to a high level of confidentiality throughout the grievance process.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

Mail id for grievance redressal:

cdo@vedadrama.com

ceo@vedadrama.com