

GRIEVANCE HANDLING POLICY

- We at SHPL ensure that our Employees are treated fairly at all times
- Grievance at SHPL is any complaint, problem or concern of an employee regarding their workplace, job, wages or coworker relationships.
- Complaints raised by employees are dealt with courtesy, on time and with confidentiality.
- Employees are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the SHPL to their complaints.
- SHPL will treat all complaints efficiently and fairly as they can damage SHPL's reputation and business if handled otherwise.
- Handling of grievances, are done as per the defined procedures and applicable legislations of the land.
- This Policy shall not be available to contest, dismissal, demotion, suspension or other disciplinary measure.
- Awareness on Grievance handling is promoted in all employees including contract employees during induction trainings and other forums.