



EMPLOYEE GRIEVANCE REDRESSEL POLICY

Current Version	Version 1.0	Drafted by	Tarun Agarwal
Effective Date	1 July 2025	Reviewed by	Tarun Agarwal
Next Review Date	1 July 2026	Final Approval by	Samuel John

1. Objective

The objective of this policy is to provide employees of mistEO Private Limited with a formal and structured mechanism for redressal of grievances arising out of work-related issues. This policy aims to promote a positive work culture, ensure transparency, and uphold employee rights.

2. Scope

This policy applies to all employees of mistEO, including:

- Permanent and probationary employees
- Contractual and part-time staff
- Interns and trainees

Grievances may relate to, but are not limited to:

- Workplace conditions or facilities
- Policies, rules, or administrative decisions
- Interpersonal conflicts (excluding sexual harassment, which falls under POSH Policy)
- Compensation, roles, promotions, and transfers
- Workload or treatment by supervisors or colleagues

3. Guiding Principles

- **Confidentiality:** All grievances will be handled with sensitivity and confidentiality.
- **Impartiality:** Grievances will be resolved fairly without discrimination or bias.
- **Timeliness:** The company will strive to resolve grievances at the earliest.
- **Non-Retaliation:** No employee to face retaliation for raising a grievance in good faith.

4. Grievance Redressal Mechanism

Step 1: Informal Resolution

Employees are encouraged to first attempt resolution by speaking directly with their immediate supervisor or manager. Most issues can be resolved quickly through open communication.

Step 2: Formal Grievance Submission

If the issue remains unresolved or the employee is uncomfortable addressing it with their supervisor, a formal grievance may be submitted over a mail to the **HR Manager/ HR SPOC**:

- Email: grievance@MistEO.co

Details to include:

- Description of the issue
- Date(s) of occurrence
- Parties involved (if any)
- Steps already taken to resolve it (if applicable)

Grievances should be raised within **30 days** of the incident or issue.

Step 3: Review by Grievance Committee

A **Grievance Committee**, consisting of HR and one or more neutral senior managers, will:

- Acknowledge receipt within 3 working days
- Review and investigate the grievance
- Meet with the concerned parties if necessary
- Provide a written resolution or over a mail within **15 working days**

Step 4: Escalation (If Not Satisfied)

If the employee is not satisfied with the outcome, they may escalate the grievance to the **CEO**. A final response will be provided within 10 working days of escalation.

5. Malicious Complaints

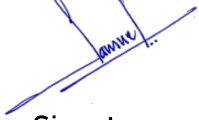
Grievances found to be deliberately false or malicious may lead to disciplinary action after a fair inquiry.

6. Awareness and Training

All employees will be made aware of this policy during onboarding. HR Manager/ HR SPOC will conduct regular awareness sessions to ensure accessibility and understanding of the grievance mechanism.

7. Review of Policy

This policy will be reviewed annually to ensure continued relevance and effectiveness. Amendments, if any, will be approved by management and communicated to all staff.



Signature:

Name: Samuel John

Employee ID: 001

Date: 1 July 2026

