



VBHC
CRAFTED WITH VALUES

Grievance Redressal Policy

VBHC PRIVATE LIMITED



VBHC Grievance Redressal Policy

Purpose

At VBHC, we are committed to creating a respectful, transparent, and supportive work environment. This Grievance Redressal Policy provides a formal way for employees and associates to raise concerns related to:

- Employment and working conditions
- Entitlements and service terms
- Workplace conflicts or dissatisfaction

The goal is to ensure that every concern is addressed fairly, promptly, and without fear of retaliation.

Who Can Raise a Grievance

This policy applies to:

- Permanent and probationary employees
- Contract employees
- Interns and trainees
- Consultants and other associates

Everyone in the above categories has access to this grievance process.

Grievance Process – 3 Simple Steps

Step 1: Report to Your Manager

If you have a concern, first try to resolve it informally with your manager. If this doesn't work:

- Submit a written grievance to your reporting manager clearly explaining the issue and steps already taken.
- Your manager will meet with you within 3 working days and share a written response within 2 days after the discussion.

Step 2: Escalate to the Department Head

If you're not satisfied with the manager's response:

- Send a written appeal to your Head of Department (HOD) within 5 working days of the response.
- The HOD will review the case and meet with you at the earliest.
- A written outcome will be shared within 10 working days.

Step 3: Final Appeal to Grievance Committee



If you're still unhappy:

- Email your grievance to the Grievance Committee at grievancecommittee@vbhc.com
- The committee will review all previous steps, meet with you, and provide a final written resolution within 10 working days.

Note: This is the final step. The Committee's decision will be binding and cannot be appealed further internally.

Confidentiality and Protection

- All grievances will be handled with full confidentiality.
- You will not face any retaliation or discrimination for raising a concern in good faith.
- All records will be maintained for documentation and compliance purposes.

Our Commitment

VBHC believes that open communication helps resolve most issues quickly and fairly. This policy ensures that every voice is heard and every concern is treated with respect.

We encourage all employees to speak up without fear—your well-being matters.

Thank you

MD & CEO

VBHC Private Limited