

CF-2024_25 - SOP

STANDARD OPERATING PROCEDURE (SOP) FOR GRIEVANCE REDRESSAL IN THE COMMUNITY

CSR PROJECTS / ACTIVITY

Process Owner : Manager – CSR
Reviewed By : Manager – CSR
Approved By : Head – CSR
Released By : Head – CSR

Revision History:

Ver No.:	Date	Sec. No.	Amendments Made	Change Requested by	Reviewed by	Released by
1.0	01-04-24	NA	NA	NA	Manager – CSR	Head - CSR
1.1	15-04-24	6.3	Grievance category	Coordinator – CSR	Manager – CSR	Head - CSR

Table of Contents:

1. Objective
2. Scope
3. Definitions
4. Composition of Grievance Redressal Committee (GRC)
5. Reporting
6. Process
7. Confidentiality and Protection
8. Escalation Process
9. Documentation and Reporting
10. Monitoring and Review
11. Training and Awareness
12. Documentation

1. Objective

To establish a fair, transparent, accountable, efficient and accessible process for receiving, addressing, and resolving grievances from various stakeholders in the community.

2. Scope

This SOP applies to all grievances related to the Cyient Foundation and its implementing partners operations, programs, and activities, it is applicable to all stakeholders involved in community-based programs, including beneficiaries, volunteers, staff, local residents and other relevant parties.

3. Definitions

- **Grievance:** Any concern, complaint, or dissatisfaction expressed by a community member related to services, behavior, or operational procedures.
- **Complainant:** The individual or group raising a grievance.
- **Grievance Redressal Committee (GRC):** A designated group responsible for overseeing the grievance redressal process.

4. Grievance Redressal Committee (GRC) Composition

- 1 Community Leader or Representative
- 1 Staff Member from the Implementing Organization
- 1 Volunteer or Neutral Third Party
- 1 Female Representative (where applicable)
- 1 Youth Representative (optional)

5. Grievance Reporting:

- Channels:
 - Establish multiple channels for reporting grievances, including:
 - **In-person:** Designated grievance officer/committee.
 - **Written:** WhatsApp or Email or a dedicated grievance form. Suggestion/Complaint Boxes (placed in accessible locations)
 - **Skip level Meetings:** Verbal Complaints (during community meetings or home visits)
 - **Telephone:** Designated phone number.
 - **Anonymous reporting:** Option for anonymous complaints.
 - Publicly advertise these channels and the grievance mechanism process.
- Confidentiality: Grievance register is open book to collect the complaints and provide instant solutions.

6. Grievance Redressal Process

Step 1: Receipt of Grievance

- Record all grievances in the **Grievance Register** with date, time, mode, complainant's name (if not anonymous), and nature of the grievance.

Step 2: Acknowledgement

- Acknowledge the receipt within 2 working days (except for anonymous complaints) with acceptance of Grievance Responder in the register.

Step 3: Preliminary Review

- Categorize the grievance:
 - **Urgent** (e.g., abuse, violence)
 - **Moderate** (e.g., service delays)
 - **Minor** (e.g., attitude complaints)

Step 4: Investigation

Grievance Investigation:

- **Initial Assessment:** Upon receiving a grievance, the designated grievance officer/committee will conduct an initial assessment to determine the nature and scope of the issue.
- **Investigation:**
 - Conduct a thorough and impartial investigation to gather relevant information.
 - Involve relevant stakeholders in the investigation, as necessary.
 - Maintain records of all investigations.
- **Timeframes:** Establish clear timeframes for completing investigations and providing feedback to complainants.

Step 5: Resolution

Grievance Resolution:

- **Resolution Options:** Explore all available resolution options, including:
 - **Mediation:** Facilitate discussions between the complainant and the relevant party.
 - **Negotiation:** Seek mutually agreeable solutions.
 - **Rectification:** Take corrective actions to address the grievance.
- Grievance category to deliberate and decide within:
 - 3 working days for urgent issues
 - 7 working days for moderate issues
 - 10 working days for minor issues
- **Communication:** Keep the complainant informed of the progress of the resolution process and the outcome.
- **Documentation:** Document all resolutions and actions taken in the Register

Step 6: Communication of Decision

- Communicate the outcome in writing or verbally (as appropriate).
- Explain reasoning and any actions taken.

Step 7: Follow-up

- Ensure that corrective action has been implemented.
- Seek feedback from the complainant on satisfaction.

7. Confidentiality and Protection

- The Grievance Register to open to all the stake holders to record their complaints and receive solutions.
- No retaliation shall be tolerated against complainants.

8. Escalation Process

If a complainant is unsatisfied:

- Escalate to higher authority (e.g., Manager – CSR / Head CSR)
- Final decision to be given within 5 days of escalation

9. Documentation and Reporting

- Maintain detailed records of:
 - All grievances in the Register
 - Investigation outcomes – mentioned and recorded in the register
 - Resolutions and timelines

10. Monitoring and Review

- Conduct quarterly reviews of the grievance system.
- Use data to improve community engagement and services.

11. Training and Awareness

- Train staff and volunteers on grievance handling.
- Conduct regular community awareness sessions on their rights and how to lodge complaints.

12. Documentation

- Documents / Records

S.No.:	Document / Record	Retention Period
1.	Grievance Register	3 Year
2.	Grievance Sheet	1 Year