

**DISCIPLINARY ACTION AND GRIEVANCE
REDRESSAL SYSTEM**

SAHAYOG SOCIETY
A-240, INDIRA NAGAR, LUCKNOW





FOREWORD

This policy is one of the foundational tools developed by SAHAYOG to foster a transparent, respectful, and accountable work culture. It outlines the procedures and guiding principles that govern both disciplinary actions and the resolution of staff grievances, thereby strengthening the organization's commitment to justice, dignity, and mutual responsibility.

A copy of this policy is provided to all SAHAYOG workers so that they clearly understand both their professional obligations and their right to be heard when challenges arise. It is our belief that the consistent and fair application of disciplinary standards, alongside accessible grievance mechanisms, will help us uphold our collective values and build a work environment rooted in trust and cooperation.

We acknowledge that conflicts and concerns may arise in any workplace. However, how we address and resolve them defines our commitment to fairness and equity. Through this policy, we aim to ensure that every staff member is treated with respect, is held to standards of accountability, and is protected against arbitrary or unjust treatment.

We welcome suggestions from our team members that strengthen these systems. We hope that this policy will contribute to a workplace where everyone can thrive professionally and feel safe and supported in raising their voice.

s/d

DIRECTOR
SAHAYOG



Chapter 1: Disciplinary Action

Chapter 2: Terms for Disciplinary Action

Chapter 3: Staff Complaints

Chapter 4: Grievance Redressal

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Chapter 6: Recordkeeping

Chapter 1. Disciplinary Action –

Disciplinary action may be initiated upon any staff member under the following circumstances:

- Failure to perform assigned duties
- Ignoring instructions of the supervising team member in more than one occasion
- Breach of rules and regulations of the organisation including organisational values
- Performing any act which harms colleagues physically, mentally or emotionally
- Performing any act which is deemed as harmful for the interests of the organization

Chapter 2. Terms for disciplinary action –

The organisation shall have the right to initiate disciplinary action if any staff member commits any or all of the following:

- Is involved in an activity that amounts to misconduct as defined in the HR policy of SAHAYOG
- Engages in behaviour that affects the dignity of any other staff
- Causes a serious violation of the values of the organisation
- Uses derogatory language or threatens another staff member or visitor

The following steps will be followed in case any disciplinary action is to be taken:

- A written complaint has to be provided to the Steering Committee
- The Steering Committee will then conduct an internal hearing with the concerned person
- The concerned person will be given an opportunity to put forward their point of view and submit it in writing
- The Steering Committee will examine the matter and give a report in writing
- This report will be submitted to the Director of SAHAYOG



On the basis of this report, the Director can recommend any of the following actions:

- Counselling by the supervisor
- Counselling by an expert recommended by the organisation
- Recommendation to attend behavioural correctional training by the organisation
- Termination with or without notice

Addition (2025 Update):

In case of termination on disciplinary grounds, the staff will not be entitled to any salary or remuneration in lieu of notice.

Chapter 3. Staff Complaints –

All staff members shall have the right to be heard in case of any complaints. Complaints may be made in writing and addressed to the Steering Committee through either a hard copy or email at steeringcommittee@sahayogindia.org with the subject line “Complaint for Grievance Redressal.” In case it deals with any member from the Steering Committee, it may be made to the Director.

Complaints may be made in the following circumstances (not an exhaustive list):

- Physical, mental and emotional violence due to any assignment
- Due to the interpersonal behaviour of other staff members

Chapter 4. Grievance Redressal –

The complaint shall be made in writing, signed by the complainant, and submitted via email or hard copy to the Steering Committee, with the subject line “Complaint for Grievance Redressal.”

- In case the complaint pertains to any member of the Steering Committee, it shall be directed to the Director.
- The Steering Committee will address the matter and respond with a resolution within 2 weeks.
- If the complainant is not satisfied, they may appeal to the Director within 1 month.
- The Director will investigate and provide a written recommendation within 2 weeks.
- If the complainant is still not satisfied, they may appeal to the Governing Body (GB) within 1 month. The GB’s decision shall be final.
- If the complaint is against the Director, it must be made directly to the Governing Body.
- Complaints filed on behalf of someone else must include the consent of the concerned individual.
- Anonymous complaints will not be entertained.



Chapter 5. Protection from Retaliation and Confidentiality-

SAHAYOG commits to ensuring the confidentiality of the complainant and complaint to the extent possible.

Any form of retaliation, intimidation, or victimization against an employee for filing a grievance will be treated as a disciplinary offense and addressed as per this policy.

Addition (2025 Update – Legal Reference):

This commitment aligns with the principles laid down under:

- *Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Sections 16 and 19(g)*
- *Whistle Blowers Protection Act, 2014*

Chapter 6. Recordkeeping-

All complaints, investigation reports, and disciplinary actions taken shall be documented and retained by the HR department for a minimum period of 7 years in secure storage, either physical or digital.

Reviewed and revised by- Gul Srivastava
Date- June, 2025

Approved by- Secretary, Sahayog