

PRAKRTIREVA SARANAM FOUNDATION

GRIEVANCE REDRESSAL POLICY

Policy Version: 1.0

Effective Date: 28 August 2026

Approved By: Board of Directors

Approval Date: 28 August 2026

Policy Owner: Board of Directors

Applies To: Volunteers, Directors, representatives, interns, partners and other persons engaged with the Foundation, as applicable.

1. PURPOSE

Praktireva Saranam Foundation is committed to maintaining a safe, respectful, transparent and accountable environment for everyone associated with the Foundation.

This Grievance Redressal Policy establishes a clear and accessible process for raising, receiving, reviewing and resolving genuine concerns, complaints or grievances related to the Foundation's activities, conduct, administration or interactions.

The purpose of this Policy is to ensure that grievances are:

- Received respectfully and in good faith.
 - Handled fairly and objectively.
 - Treated with appropriate confidentiality.
 - Reviewed within a reasonable timeframe.
 - Addressed without retaliation against a person who raises a genuine concern.
 - Resolved through appropriate corrective action wherever necessary.
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2. SCOPE

This Policy applies to grievances relating to the Foundation's activities, operations or interactions, including concerns raised by:

- Volunteers
- Directors
- Interns or trainees
- Foundation representatives

- Partners and collaborators
- Schools or institutions working with the Foundation
- Donors or supporters
- Beneficiaries or members of the community
- Parents or guardians, where relevant
- Other persons interacting with the Foundation

The Policy may apply to concerns arising during or in connection with:

- Plantation drives
 - School visits
 - Surveys and field activities
 - Volunteer activities
 - Foundation events
 - Communications with Foundation representatives
 - Administrative or operational activities
 - Use of Foundation resources
 - Professional or interpersonal conduct
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3. WHAT IS A GRIEVANCE?

A grievance is a genuine concern, complaint or dissatisfaction regarding an action, decision, behaviour, process, interaction or situation connected with the Foundation.

Examples may include:

- Unfair or inappropriate treatment.
- Unprofessional behaviour.
- Miscommunication or repeated administrative issues.
- Concerns regarding volunteer management.
- Concerns regarding misuse of Foundation resources.
- Concerns regarding non-compliance with Foundation policies.
- Concerns regarding inappropriate conduct not specifically covered by another specialised policy.
- Concerns regarding operational decisions or procedures.
- Concerns regarding discrimination or disrespectful treatment.

A grievance does not necessarily mean that wrongdoing has occurred. Every grievance should be reviewed based on the available facts and circumstances.

4. MATTERS COVERED BY OTHER POLICIES

Certain concerns require specialised handling and should be dealt with under the applicable Foundation policy.

4.1 Sexual Harassment / POSH Complaints

Complaints relating to sexual harassment shall be handled in accordance with the Foundation's **POSH & Safe Workplace Policy** and the Internal Committee/ICC mechanism, wherever applicable.

Such complaints should not be unnecessarily duplicated through the general grievance process.

4.2 Child Safeguarding Concerns

Any concern involving the safety, protection, abuse, exploitation or inappropriate treatment of a child shall be handled under the Foundation's **Child Safeguarding & Protection Policy** and the applicable reporting process.

4.3 Data Protection & Privacy Concerns

Concerns involving personal information, privacy or data handling shall also be addressed in accordance with the Foundation's **Data Protection & Privacy Policy**.

4.4 Fraud, Bribery or Corruption

Concerns involving fraud, bribery, corruption, financial misconduct or misuse of resources may also be addressed under the Foundation's **Anti-Fraud & Anti-Corruption Policy**.

The Foundation may redirect a grievance to the appropriate policy or responsible person where the subject matter requires specialised handling.

5. PRINCIPLES OF GRIEVANCE REDRESSAL

The Foundation will follow the following principles when handling grievances.

5.1 Accessibility

People should be able to raise genuine concerns without unnecessary difficulty.

5.2 Fairness

Grievances will be considered objectively, based on the information reasonably available.

5.3 Respect and Dignity

Everyone involved in a grievance will be treated respectfully.

5.4 Confidentiality

Information relating to a grievance will be shared only with persons who reasonably need it for reviewing, investigating or resolving the matter, subject to applicable requirements.

5.5 Non-Retaliation

No person should face retaliation, intimidation, harassment or adverse treatment merely for raising a genuine grievance in good faith or assisting with a grievance review.

5.6 Proportionality

The Foundation will seek to use an appropriate response based on the seriousness and circumstances of the grievance.

5.7 Timely Response

The Foundation will make reasonable efforts to acknowledge and address grievances without unnecessary delay.

6. WHO CAN RAISE A GRIEVANCE?

Any person covered by this Policy may raise a grievance.

A person may raise a grievance on their own behalf or, where appropriate, seek assistance from a trusted person in communicating the concern.

Where a person is unable to submit a written grievance independently, the Foundation may assist in recording the concern based on the information provided.

7. HOW TO RAISE A GRIEVANCE

A grievance may be raised through the Foundation's designated grievance reporting channel.

Depending on the reporting mechanism made available by the Foundation, this may include:

- The official grievance reporting form.
- Email or other official communication channel designated by the Foundation.
- Direct written communication to the Foundation.
- Any other reporting channel officially notified by the Foundation.

Where possible, the complainant should provide:

1. Name and contact details, if comfortable providing them.
2. Date and location of the incident or concern.
3. Description of what happened.
4. Names or details of persons involved, where known.
5. Relevant documents, photographs, messages or other supporting information, where available.
6. Any action already taken to address the matter.
7. The outcome or resolution being requested, if applicable.

A person should provide information honestly and to the best of their knowledge.

8. ANONYMOUS GRIEVANCES

The Foundation may receive anonymous grievances where the reporting mechanism permits.

Anonymous complaints may be reviewed where sufficient information is available to understand or assess the concern.

However, the Foundation may be limited in its ability to investigate or provide a response where the complainant cannot be contacted or the information provided is insufficient.

9. RECEIPT AND ACKNOWLEDGEMENT

Where contact details are available, the Foundation will make reasonable efforts to acknowledge receipt of a grievance.

The acknowledgement may include:

- Confirmation that the grievance has been received.

- Information about the next steps, where appropriate.
- A request for additional information, if required.
- Information regarding the appropriate policy or mechanism if the matter falls outside this Policy.

An acknowledgement does not mean that the allegations or claims have been accepted as true.

10. INITIAL REVIEW

The Foundation may conduct an initial review to determine:

- Whether the matter falls within the scope of this Policy.
- Whether another Foundation policy is more appropriate.
- Whether immediate action is required.
- Whether additional information is required.
- Who is appropriate to handle the matter.
- Whether any person involved has a conflict of interest.

Where the grievance falls under another specialised policy, it may be referred to the appropriate mechanism.

11. CONFLICT OF INTEREST

Any person responsible for reviewing or handling a grievance should disclose a conflict of interest where they have a personal, financial, professional or other interest that could reasonably affect their impartiality.

Where a conflict exists, the Foundation should take reasonable steps to ensure that the matter is handled by an appropriate alternative person or mechanism.

A person should not be responsible for deciding a grievance concerning their own conduct where this would create a conflict of interest.

12. REVIEW AND INVESTIGATION

Depending on the nature and seriousness of the grievance, the Foundation may:

- Review available documents and records.
- Speak with the complainant.
- Seek clarification from persons involved.
- Speak with relevant witnesses.
- Review relevant communications or evidence.
- Consult applicable Foundation policies.
- Take other reasonable steps necessary to understand the matter.

The extent of the review will depend on the seriousness, complexity and circumstances of the grievance.

The Foundation will seek to avoid unnecessary disclosure of personal or sensitive information during the process.

13. RESPONSE AND RESOLUTION

After reviewing the available information, the Foundation may determine an appropriate course of action.

Possible outcomes may include:

- Clarification or explanation.
- Informal resolution.
- Mediation or facilitated discussion, where appropriate and voluntary.
- Corrective action.
- Training or guidance.
- Change in procedure or process.
- Formal warning or other appropriate organisational action.
- Restriction or removal from a Foundation activity or role, where justified.
- Referral to another policy or appropriate authority.
- Closure of the matter where there is insufficient information or no further reasonable action is possible.

The outcome will depend on the facts and circumstances of each matter.

The Foundation does not guarantee a particular outcome merely because a grievance has been submitted.

14. COMMUNICATION OF OUTCOME

Where appropriate and where the complainant's identity is known, the Foundation may communicate the outcome or status of the grievance.

Information shared will be limited to what is reasonably appropriate and may be restricted where confidentiality, privacy, safeguarding or other considerations apply.

The Foundation may not be able to disclose confidential information relating to another individual or internal decision-making process.

15. TIMEFRAME

The Foundation will make reasonable efforts to handle grievances promptly.

The time required may vary depending on:

- Nature and seriousness of the grievance.
- Number of persons involved.
- Availability of information or evidence.
- Need for additional clarification.
- Availability of relevant persons.
- Whether another specialised policy or mechanism applies.

If a matter requires additional time, reasonable efforts should be made to communicate an appropriate update where the complainant's contact details are available.

16. APPEAL OR REVIEW

Where appropriate, a complainant may request a review of the handling or outcome of a grievance if:

- Relevant information was not considered.
- There was a significant procedural issue.
- A conflict of interest may have affected the handling of the matter.
- Material new information becomes available.

A request for review should explain the reason for seeking reconsideration and, where possible, provide any relevant additional information.

The Foundation may determine the appropriate person or authority to conduct such a review.

A request for review does not automatically reopen a matter where there is no reasonable basis for further action.

17. MALICIOUS OR FALSE COMPLAINTS

The Foundation encourages genuine complaints and does not discourage a person from raising a concern in good faith.

However, knowingly submitting false information, deliberately making malicious allegations, fabricating evidence or using the grievance process to intentionally harass another person may result in appropriate organisational action.

A grievance should **not** be considered false or malicious merely because it cannot be substantiated.

A person who raises a genuine concern in good faith will not be penalised simply because the concern is not ultimately established.

18. CONFIDENTIALITY AND PRIVACY

The Foundation will seek to protect the confidentiality and privacy of information received through the grievance process.

Information will be handled in accordance with the Foundation's **Data Protection & Privacy Policy** and applicable requirements.

Information may be shared where reasonably necessary for:

- Reviewing or investigating the grievance.
- Taking appropriate corrective action.
- Protecting an individual from harm.
- Meeting legal or regulatory obligations.
- Cooperating with a competent authority where required.

Persons involved in handling grievances should maintain appropriate confidentiality and avoid unnecessary discussion or disclosure.

19. PROTECTION AGAINST RETALIATION

The Foundation does not support retaliation against a person who:

- Raises a genuine grievance in good faith.

- Provides information during a grievance review.
- Assists another person in raising a genuine concern.
- Participates honestly in an investigation or review.

Retaliation, intimidation or harassment connected to the use of the grievance process may itself be treated as a separate concern and may result in appropriate action.

20. SAFEGUARDING AND IMMEDIATE RISK

If a grievance indicates an immediate risk to the safety or well-being of a person, particularly a child or vulnerable individual, the Foundation may take appropriate immediate protective measures.

Where necessary, the matter may be referred to the relevant safeguarding mechanism, competent authority or emergency service.

The grievance process should not prevent the Foundation from taking reasonable steps to protect someone from immediate harm.

21. RECORD KEEPING

The Foundation may maintain appropriate records relating to grievances, including:

- Date of receipt.
- Nature of the grievance.
- Relevant communications.
- Actions taken.
- Supporting information, where appropriate.
- Outcome or resolution.
- Review or appeal information, where applicable.

Records will be maintained securely and accessed only by authorised persons with a legitimate need to access them.

Retention and deletion of personal information will be handled in accordance with the Foundation's Data Protection & Privacy Policy and applicable requirements.

22. RESPONSIBILITIES

22.1 Board of Directors

The Board of Directors is responsible for:

- Providing overall oversight of the grievance mechanism.
- Ensuring that grievances are handled appropriately.
- Supporting fair and transparent resolution.
- Taking corrective or organisational action where required.
- Reviewing recurring or systemic issues.

22.2 Persons Handling Grievances

Persons assigned to handle grievances are expected to:

- Act fairly and objectively.
- Maintain appropriate confidentiality.
- Avoid conflicts of interest.
- Consider relevant information.
- Treat all persons respectfully.
- Maintain appropriate records.
- Escalate serious or specialised matters where necessary.

22.3 Volunteers and Representatives

Volunteers and representatives are expected to:

- Treat grievances seriously.
 - Cooperate honestly with reviews where requested.
 - Maintain confidentiality.
 - Avoid retaliation.
 - Follow the Foundation's applicable policies.
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23. GRIEVANCE CHANNEL

The Foundation will publish and maintain its designated grievance reporting channel on its official website and/or other official communication platforms.

For general grievances or concerns, individuals may use the reporting channel provided by the Foundation.

General Grievance Reporting:

[Insert official grievance reporting form/email/link]

For matters involving specific policies, please use the appropriate reporting mechanism:

POSH / Sexual Harassment:

Refer to the Foundation's POSH & Safe Workplace Policy and designated ICC reporting mechanism.

Child Safeguarding:

Refer to the Child Safeguarding & Protection Policy and designated safeguarding reporting mechanism.

Data Protection & Privacy:

Refer to the Data Protection & Privacy Policy and contact the Foundation through its designated privacy/contact channel.

24. POLICY COMMUNICATION

The Foundation will make this Policy reasonably accessible to persons associated with the Foundation.

Volunteers and representatives may be informed of the Policy during onboarding or through other appropriate communication.

The Foundation may update its grievance mechanism, reporting channels or procedures when required.

25. POLICY REVIEW

This Policy will be reviewed periodically by the Foundation to ensure that it remains appropriate for the Foundation's activities, organisational structure and applicable requirements.

The Foundation may revise this Policy when necessary due to:

- Changes in applicable law or regulatory requirements.
- Changes in organisational structure.
- Changes in Foundation activities.
- Lessons learned from grievance handling.
- Identified operational or safeguarding risks.

Any material revision should be appropriately approved and recorded.

26. NON-CONTRACTUAL NATURE

This Policy establishes the Foundation's internal framework for receiving and addressing grievances.

It does not create an employment contract, contractual entitlement or guarantee of a particular outcome.

The Foundation reserves the right to take appropriate action based on the circumstances of each matter and applicable requirements.

27. RELATED POLICIES

This Policy should be read together with the Foundation's other applicable policies, including:

- Volunteer Code of Conduct
 - Volunteer Reimbursement Policy
 - Volunteer Safety Guidelines
 - Child Safeguarding & Protection Policy
 - POSH & Safe Workplace Policy
 - Data Protection & Privacy Policy
 - Anti-Fraud & Anti-Corruption Policy
 - Donation Policy
 - Other policies issued by the Foundation from time to time
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28. APPROVAL AND AUTHORISATION

This Grievance Redressal Policy has been reviewed and approved by the Board of Directors of Praktireva Saranam Foundation.

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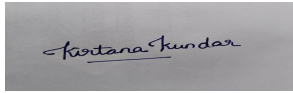
Authorised Signatory

Name: Kirtana Kundar

Designation: Director

For: Praktireva Saranam Foundation

Signature:

A rectangular box containing a handwritten signature in black ink. The signature appears to be "Kartana Kundan" written in a cursive style.

Date: 28 August 2026
