



## Grievance Policy for Faculty and Staff of IIM Mumbai

### Statement

The Institute is dedicated to fostering a positive and supportive work environment where grievances are addressed impartially and promptly. Our goal is to cultivate a workplace culture free from grievances while enhancing the performance and productivity of the Institute's employees.

### 1. Grievance Redressal Mechanism

### 2. Grievance Officer:

The Senior Executive Officer (SEO) - Admin and HR will serve as the Grievance Officer, responsible for coordinating and managing the grievance handling process, including maintaining proper documentation.

### 3. Role of the Grievance Officer

The Grievance Officer serves as the first point of contact for addressing employee grievances, providing a platform for individuals to voice their concerns and receive guidance. The Officer will counsel employees to help resolve issues informally.

If the grievance remains unresolved, the Grievance Officer will advise the employee on the appropriate steps to escalate the matter within the Institute. For formal grievances, the Officer will ensure the grievance is documented and forwarded to the Employee Grievance Redressal Standing Committee for further review and resolution, as outlined in the process.

### 4. Process

#### **A) Initial Submission:**

Employees should first submit their grievance in writing to their immediate supervisor or Head of Section/Department. The supervisor or Head of Section must acknowledge receipt of the grievance promptly, preferably immediately.

- The supervisor/Head of Section may seek the intervention of the Grievance Officer to address the grievance.
- The Grievance Officer along with the supervisor/Head of Section may seek the intervention of the Chief Administrative Officer (CAO) to address the grievance.
- For policy-related matters, the CAO will escalate the grievance to the Director, or relevant committees.
- Employee-specific grievances will be addressed and responded to directly by the CAO.





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The resolution process should, ideally, be completed within two weeks.

**B) Escalation to Grievance Officer:**

If the employee is dissatisfied with the response from the CAO, they may escalate the grievance, along with the CAO's reply, to the Grievance Officer. The Grievance Officer will issue an acknowledgment of receipt to the employee.

The Grievance Officer will present the employee's grievance to the Grievance Redressal Standing Committee for review and resolution.

**C) Feedback and Analysis:**

The Employee Grievance Redressal Standing Committee will seek relevant feedback from the system and conduct a thorough analysis of the grievance, considering all feedback and the perspectives of its members.

**D) Recommendations and Action:**

The committee will formulate recommendations based on its analysis and forward them to the CAO, Dean, or Director for further consideration and appropriate action. The Grievance Officer will communicate to the employee that the committee has reviewed their grievance and submitted its recommendations to the Institute for resolution.

**E) Timeline for Resolution:**

The process should, as far as possible, be completed within three months.

**F) Frequency of Committee Meetings:**

Initially, the Grievance Redressal Standing Committee will meet frequently to address pending cases and expedite resolutions. Moving forward, the committee will aim to resolve grievances within three months to ensure a swift and effective redressal process.

The administration should periodically report all grievances along with the actions taken to address them to the Competent Authority.



**DIRECTOR**