

Grievance Redressal Policy

Global Institute for Circular Economy and Sustainable Development Goals (ICE&SDGs)

Version	1.0
Effective date	15 June 2026
Next review	15 June 2027
Policy owner	Grievance Officer / HR Lead, ICE&SDGs
Legal alignment	Aligned with applicable Indian labour and service laws and principles of natural justice
Contact	connect@ce-sdg.org

1. Purpose

ICE&SDGs values fairness and respect. This policy provides a clear, accessible and time-bound process for anyone to raise a grievance and have it resolved fairly. It helps us address concerns early, maintain trust, and continuously improve.

2. Scope & Who Can Raise a Grievance

This policy is open to all stakeholders of ICE&SDGs — employees, interns, volunteers, consultants, assessors, trainees, beneficiaries, clients, partners and members of the public — for concerns arising from ICE&SDGs' work, services or conduct.

3. What is a Grievance

A grievance is any complaint, concern or dissatisfaction about, for example:

- Workplace conditions, fairness, or treatment by colleagues or supervisors;
- Quality, delivery or conduct of ICE&SDGs services, programmes or training;
- Conduct of any ICE&SDGs representative;
- Process, payment or administrative issues.

Concerns about sexual harassment are handled under the POSH Policy, and concerns about wrongdoing/fraud under the Whistle Blower Policy.

4. How to Raise a Grievance

1. Email your grievance to connect@ce-sdg.org with a clear description, dates, and any supporting details.
2. You will receive an acknowledgement, normally within 3 working days, with a reference for follow-up.

5. Resolution Process & Timelines

- **Level 1 – Review:** the Grievance Officer examines the matter, may seek information from both sides, and aims to resolve it within 15 working days.
- **Level 2 – Escalation:** if unresolved or the complainant is unsatisfied, the matter is escalated to the relevant Department Head / Management for review within a further 15 working days.

ICE&SDGs

Global Institute for Circular Economy and Sustainable Development Goals

Enabling Environmental Security for NextGen

- **Level 3 – Final review:** a final decision is taken by senior management / the Governing Council, and communicated to the complainant.

6. Principles We Follow

- Fairness and natural justice — both sides are heard before a decision.
- Confidentiality — information is shared only with those who need it to resolve the matter.
- No retaliation — no one is penalised for raising a genuine grievance in good faith.
- Timeliness and transparency — clear timelines and reasons for the outcome.

7. Records & Review

Grievances and their resolutions are recorded confidentially and reviewed periodically to identify and fix recurring issues. This policy is reviewed at least annually.

Approved by the Governing Council / Management of ICE&SDGs. For questions or to raise a concern under this policy, contact connect@ce-sdg.org.