



# ASEEMA CHARITABLE TRUST STAKEHOLDER GRIEVANCE REDRESSAL POLICY

Aseema Charitable Trust

G3 Josephine Apartments, Ground Fl, Chimbai Road, Bandra West, Mumbai 400050



## STAKEHOLDER GRIEVANCE REDRESSAL POLICY

<b>Ownership</b>	<b>Operations</b>
<b>Forum where approved</b>	<b>Board of Trustees</b>
<b>Date of Approval</b>	<b>January 2023</b>

### **BACKGROUND:**

Aseema Charitable Trust (Aseema/Organisation) is a Mumbai based non-governmental organization with a mission to equip children from marginalized communities with high quality, value based education enabling development of their limitless potential. In Mumbai, Aseema works in partnership with the Municipal Corporation of Greater Mumbai (MCGM) to create centres of excellence within the public education system. In each of these schools, Aseema supports the MCGM by providing teachers who are oriented to Aseema's child friendly approach, making the learning environment stimulating and safe and creating a culture that respects the child and promotes learning.

### **OBJECTIVE:**

The stakeholder grievance redressal policy is an essential framework that outlines the procedures and mechanisms for addressing and resolving grievances raised by the various stakeholders involved with the organization.

Aseema has a robust grievance redressal policy to address the concerns of its various stakeholders like donors, volunteers etc.

### **PURPOSE:**

Aseema is committed towards addressing stakeholder grievances in a fair, transparent, and timely manner.

## **SCOPE:**

Aseema's stakeholders include donors, beneficiaries, employees, volunteers, partners, and community members.

## **POLICY:**

### **Grievance Categories:**

There are different types of grievances that stakeholders may raise which may be related to financial matters, program implementation, personnel issues, discrimination, and ethical concerns.

### **Grievance Handling Mechanisms:**

The stakeholders can raise their concerns through various modes like email, a physical grievance box kept at the organization's various premises.

Stakeholders can easily submit their complaints, either in writing or verbally.

The stakeholders should provide necessary details, including their contact information, nature of the grievance, and any supporting documents or evidence.

### **Grievance Handling Procedure:**

The employee and volunteer related grievances are handled by the HR team as per the HR Policy.

The Donor grievances are addressed by the donor relation team adequately.

It is ensured that complete confidentiality is maintained and the rights of all parties involved are protected.

It is ensured that investigations are impartial and objective, considering all relevant information and perspectives.

## **TRAINING:**

The staff members and volunteers shall be provided training on handling grievances sensitively and effectively.

## **REVIEW:**

This policy will be reviewed on annual basis or as and when required.