



Going to School Grievance Redressal Policy

1) Purpose

Everyone at **Going to School** should have access to a fair grievance procedure to be heard, to have conflicts addressed and grievances responded to. **Going to School** grievance procedure policy explains how individuals can voice their complaints against **Going to School** and/or its members.

2) Applicability

This policy is applicable to anyone engaging with **Going to School** in the capacity of employees, volunteers, interns, apprentices, and consultants. This policy is applicable only to the duration in which the individual is associated with or engaged in with **Going to School** as an employee, volunteer, intern, apprentice, and/or a consultant.

3) Definitions

- We define the term “grievance” as any complaint, problem or concern of an employee, consultant, intern, or volunteer regarding their workplace (any and all spaces occupied as a result of a person’s work), roles, responsibilities, and policies at **Going to School** as well as relationships with their co-workers.
- We define “misconduct” to include any form of bullying, harassment or discrimination, including but not limited to homophobia, transphobia, body shaming, racism, casteism, sexism. It also includes any and all forms of lying, cheating, participation in bribery, spiteful/abusive use of power and related behaviours and actions.
- We define “power” as not absolute. Power includes job positions, and positionality in terms of personal and social identity. It also acknowledges the relationship dynamics between and amongst individuals.

4) Grievance Redressal

1. *Open Communication*

The team at **Going to School** follows values of mutual respect, transparency, and reciprocity at the workplace. We value our relationships with our coworkers, not just because they work with us, but because every person must be treated with dignity and empathy.

If you ever face a difficult situation or have a grievance in relation to your work at **Going to School**, we encourage you to reach out to the person who is responsible for causing such grievance and have an open and direct conversation with them about it. If you would require another team member [member of the Senior Leadership Team and/or reporting manager] to be present for this conversation, please inform them in advance.

2. *Reporting a Grievance*

- If you are unable to resolve your grievance through dialogue or open communication, and in case you wish to report it, you may choose to send an email to the HR, CEO or CFO.
- In case your grievance is with respect to the behaviour of any team member, they shall be excluded from the redressal process.



- In case the grievance is against the CEO or misconduct is by the CEO, formal legal processes are to be followed.
- Please note that in all such cases, your reporting manager and the CEO will be involved in the grievance redressal process unless the grievance is being raised against them.
- You cannot raise a grievance anonymously or on behalf of someone else, without their written consent.

Note: Please note that this grievance redressal policy is not a substitute for any existing formal legal recourse that may be available to you. In the event that you would prefer proceeding with filing a formal legal complaint, please feel free to.

We assure you that your concerns will be noted and maintained with confidentiality. Any constructive feedback will be addressed by the team in the best possible manner.

Complaints of the nature that fall under sexual harassment should be filed in accordance with the relevant Anti Sexual Harassment Policy. Such complaints will not be processed under this policy.

3. Addressing a grievance

1. All grievances raised as per this policy will be resolved by the HR, CEO and CFO. In cases where the grievance is against any member of the team, they will not be involved in the process.
2. The HR, CEO and CFO shall take assistance from other members of **Going to School**, depending on the nature of the grievance, to resolve the grievance. This may include your reporting manager. If the grievance is against the reporting manager, they will not be involved in the process.
3. All grievances will be addressed through a panel of 3 members (please update as relevant) – details and identities of whom will be revealed to you and the respondent before the proceeding is initiated.
4. In the event that you would like to report a conflict of interest with any of the members of the panel, you are required to raise such a complaint at the earliest instance possible. In such cases, your complaint will be heard and resolved before proceeding with your grievance under the policy.
5. **Going to School** will try its best to resolve all grievances within a reasonable time frame, and ensure that you are able to work in a stable environment. The time period for resolving a grievance will not exceed 6 months in any case.

5) Grievance Redressal Process

1. Once you submit your grievance, you will receive an acknowledgement receipt within 7 days via email, and will be requested for an initial conversation to understand the issue better.
2. Once all relevant information about the grievance has been received, we will proceed to inform the respondent of the grievance raised along with details about the inquiry process that is to be initiated.
3. An investigation will be conducted where all parties involved in the process will be given an opportunity to present their case.



4. Once the investigation has been completed, the decision of the inquiry panel should be made available to all parties involved in writing via email.
5. In case you are not satisfied with the outcome, you can let the investigating officers know, and inquire about next steps (if any). Where the grievance is related to a legal offence, action may be taken by you as you desire.

6) Consequences of Grievance Redressal Process

In all cases where an inquiry has been made, the final decision will be made in writing and in accordance with the provisions of the Code of Conduct at **Going to School** and may result in termination of employment of the respondent.

7) Documentation

1. All documentation relating to any grievance redressal needs to be made as it would be for a complaint under the Anti Sexual Harassment Policy.
2. An annual report regarding grievances will be filed in the same manner as an annual report under the Anti Sexual Harassment Policy is filed, internally only.

8) Confidentiality

All information provided by you as part of this process, measures undertaken to redress the grievance as well as the final decision arrived at will only be available to the members as mentioned above, in addition to you and the person against whom you raised a grievance. Any subsequent change in internal policies at **Going to School**, as a result of your grievance, will be communicated to the team without disclosing any identifying information about you or the person against whom the grievance is reported. All documentation regarding the grievance will also be kept confidential.