



## **Going to School Grievance Redressal Policy**

Everyone at **Going to School** should have access to a fair, accessible, and trauma-informed grievance procedure, one that centres dignity, confidentiality, and equity. This policy explains how any individual associated with Going to School can raise a concern, have it heard, and receive a meaningful response.

This policy is designed to be accessible across roles, identities, and contexts. We recognize that people experience workplace situations differently depending on their gender, caste, disability, language, and other factors, and this policy reflects that awareness

### ***Applicability***

This policy applies to everyone engaging with Going to School in the following capacities:

- Employees (full-time, part-time, contractual)
- Volunteers and interns
- Apprentices and consultants
- Trainers, coaches, and facilitators
- Program staff working with or in school and community settings

This policy is applicable for the duration of an individual's association with Going to School. It covers grievances arising within the workplace, during program delivery, in field settings, and in any other context connected to an individual's work.

### ***Definitions***

#### **Grievance.**

A grievance is any complaint, problem, or concern raised by an employee, consultant, intern, volunteer, trainer, or coach regarding: Their workplace conditions, roles, or responsibilities. Conduct or behaviour of a colleague, supervisor, or person in authority. Institutional decisions, demands, or practices that affect them. Relationships with co-workers, students, school staff, or community members.

#### **Misconduct.**

Misconduct includes, but is not limited to: Bullying, harassment, or discrimination based on any identity. Homophobia, transphobia, body shaming, racism, casteism, sexism, ableism, or language-based exclusion. Lying, cheating, or participating in bribery. Spiteful or abusive use of institutional or interpersonal power. Demands placed on staff by schools, partner institutions, or community stakeholders that are unreasonable or cause harm. Harassment of staff members by students, parents, or community members.

#### **Power.**

Power is not absolute or fixed. For the purposes of this policy, power includes: Job positions and organisational hierarchy. Social and personal identity (including gender, caste, class, disability, language). Institutional relationships, including between trainers/coaches and the schools or



communities they work in. We acknowledge that power dynamics can be skewed in multiple directions, including situations where external stakeholders (such as schools or community leaders) may exert pressure on staff.

### ***Our Commitment to an Equitable Grievance Process***

Going to School is committed to: Ensuring every person, regardless of their role, identity, or background, can raise a grievance without fear of retaliation. Making the grievance process accessible across language, literacy, disability, and other barriers. Responding to the specific and differential ways that gender, caste, disability, and other identities shape experiences of harm and barriers to reporting. Providing structured guidance for situations where power is skewed against staff, including where field-based staff face pressure or demands from schools, communities, or other external stakeholders. Ensuring no grievance is addressed on an ad-hoc basis; all situations are handled through a clear, documented process.

### ***How to Report a Grievance***

#### **Open Communication.**

If you have a grievance, we encourage you to first speak directly with the person concerned, if it is safe and appropriate to do so. You may request that another trusted colleague, a member of the Senior Leadership Team, or your reporting manager be present. We understand that not all situations make direct communication possible, especially where there is a significant power imbalance. In such cases, please proceed to the formal reporting process below.

#### **Formal Reporting.**

If direct communication is not possible or has not resolved the matter, you may report your grievance formally via email to the POSH Committee and HR, Grievance Reporting Contacts

**POSH Committee:** [poshcommittee@goingtoschool.com](mailto:poshcommittee@goingtoschool.com)

**HR:** [hr@goingtoschool.com](mailto:hr@goingtoschool.com)

**General/Alternative:** [mail@goingtoschool.com](mailto:mail@goingtoschool.com)

**Contact number:** +91 9772384800 (during working hours)

You may write to any or all of these addresses. Your grievance will be acknowledged and routed to the appropriate panel.

#### **Accessibility Support.**

We recognise that barriers to reporting exist for many people. If you face any of the following, please reach out so we can provide support: Language barriers: You may write in any language you are comfortable with, and a translation will be arranged. Disability-related barriers: Alternative formats and communication methods are available on request. Literacy or written communication challenges: You may request to report your grievance verbally, and a designated staff member will



document it in writing on your behalf. Concerns about retaliation or identity disclosure: Speak to any member of the POSH Committee to understand available protections before formally filing

### **Grievances Against Senior Leadership.**

If your grievance is against a Senior Leadership Team member (including the CEO, CFO, or any Director, Program Manager): That individual will be fully excluded from the grievance redressal process. The POSH Committee will lead the process independently. The remaining members of the Senior Leadership Team will not be involved unless they are independent of the grievance

**Contact the POSH Committee directly at [poshcommittee@goingtoschool.com](mailto:poshcommittee@goingtoschool.com)**

### **Grievances Arising from External Stakeholders.**

If you are a trainer, coach, or field staff member experiencing pressure, harassment, or unreasonable demands from a school, partner institution, community leader, or student: This is a recognised and valid workplace grievance under this policy. You do not need to manage such situations alone or on an ad-hoc basis. Report through the formal process above, and the panel will work with you to identify a structured response

### ***Important Notes***

You cannot raise a grievance anonymously or on behalf of another person without their written consent. Complaints relating to sexual harassment must be filed under the Anti-Sexual Harassment Policy and will not be processed here. This policy exists alongside, and does not replace, any other institutional policies at Going to School.

### ***Addressing a Grievance.***

#### **The Grievance Panel.**

All grievances will be addressed by a standing panel of three members drawn from the POSH Committee, HR, and/or Senior Leadership (excluding any implicated parties). The identities of all panel members will be shared with you and the respondent before proceedings begin.

You have the right to flag a conflict of interest with any panel member before proceedings begin. Such concerns will be addressed before the process continues.

#### **Role of the POSH Committee.**

The POSH Committee plays a central role in the grievance process. The Committee: Receives and acknowledges all grievance reports. Oversees the constitution of the grievance panel. Ensures the process is fair, confidential, and trauma-informed. Monitors that timelines are adhered to. Maintains records in accordance with documentation standards. Files the annual grievance report.

**The current members of the POSH Committee are listed in the organisation's internal directory and are available on request.**

#### **Resolution Timeframe.**



Going to School will work to resolve all grievances within a reasonable period. The process will not exceed six (6) months in any case. You will be informed of expected timelines at the outset and updated if there are any delays.

### **Grievance Redressal Process.**

#### ***Step 1. Submission and Acknowledgement***

Submit your grievance by email. You will receive an acknowledgement within seven (7) working days, along with a request for an initial conversation to understand the issue.

#### ***Step 2. Initial Review***

The panel will review the grievance, gather initial information, and determine the scope of the inquiry.

#### ***Step 3. Informing the Respondent***

The respondent will be informed of the grievance and the inquiry process in writing. Both parties will have the opportunity to present their account.

#### ***Step 4. Investigation***

A structured investigation will be conducted. All parties, including any witnesses, will have the opportunity to present their perspectives. The process will be conducted with sensitivity to power dynamics and to the identities of those involved.

#### ***Step 5. Decision***

Once the investigation is complete, the panel's decision will be communicated in writing to all parties via email.

#### ***Step 6. Escalation***

If you are not satisfied with the outcome, you may raise this with the panel to understand further steps available within the organization. Where the matter relates to a criminal offence or breach of law, you retain the right to pursue any available external recourse independently

### **Consequences.**

Where an investigation finds that misconduct has occurred, the final decision will be made in writing and in accordance with the Code of Conduct at Going to School. Consequences may include formal reprimand, suspension, or termination of the respondent's employment or engagement.

### **Documentation.**

All documentation related to grievance redressal will be maintained in line with the standards used for the Anti-Sexual Harassment Policy. An annual grievance report will be compiled and filed internally, in the same format as the annual report under the Anti-Sexual Harassment Policy. Records will be held securely and accessed only by those directly involved in the process.

### **Confidentiality.**

**All information shared as part of this process, including the nature of the grievance, measures taken, and the final decision, will be kept strictly confidential. Access will be limited to:**



**The grievance panel members**

**You (the person raising the grievance)**

**The respondent**

Any organizational changes made as a result of a grievance will be communicated to the broader team without disclosing the identities of those involved.

**Non-Retaliation.**

Going to School prohibits any form of retaliation against individuals who raise a grievance in good faith. If you experience or witness retaliation as a result of filing a grievance, this should be reported immediately to [poshcommittee@goingtoschool.com](mailto:poshcommittee@goingtoschool.com) or [hr@goingtoschool.com](mailto:hr@goingtoschool.com) or +91 9772384800.