

SOP Template: Disciplinary Actions and Grievance Redressal Steps

This SOP details the **disciplinary actions and grievance redressal steps** within the organization, outlining clear procedures for addressing employee misconduct, ensuring fair investigation processes, and providing structured mechanisms for employees to report grievances. It aims to promote a harmonious workplace by establishing transparent guidelines for corrective actions, conflict resolution, and timely dispute resolution to maintain organizational discipline and employee satisfaction.

1. Purpose

To provide a structured framework for addressing employee misconduct and resolving grievances in a fair, transparent, and timely manner.

2. Scope

This SOP applies to all employees of the organization, irrespective of their position or tenure.

3. Responsibilities

- **HR Department:** Oversee the process, ensure confidentiality, maintain records.
- **Supervisors/Managers:** Identify and report misconduct, facilitate investigations.
- **Employees:** Report grievances and cooperate with procedures.

4. Disciplinary Actions Procedure

1. **Identification of Misconduct:**
 - Any act violating company policies/standards.
2. **Preliminary Investigation:**
 - Manager or HR gathers initial information and documents the incident.
3. **Formal Notice:**
 - Employee is notified in writing of the alleged misconduct and asked for an explanation.
4. **Formal Investigation:**
 - HR and relevant managers conduct a thorough investigation within 5 working days.
5. **Decision and Action:**
 - Based on findings, appropriate disciplinary action is determined (verbal warning, written warning, suspension, termination, etc.).
 - Action is communicated to the employee in writing.
6. **Record Keeping:**
 - All documentation is securely filed by HR for future reference.

5. Grievance Redressal Steps

1. **Submission of Grievance:**
 - Employee submits grievance in writing to immediate supervisor or HR.
2. **Initial Review:**
 - Supervisor/HR acknowledges receipt within 2 working days and schedules a meeting with the concerned employee.
3. **Investigation:**
 - Relevant parties are interviewed and all facts are gathered.
4. **Resolution and Feedback:**
 - Decision is communicated in writing within 7 working days of receiving the grievance.
5. **Escalation:**
 - If unsatisfied, the employee may escalate to higher management or the Grievance Redressal Committee.
6. **Closure:**
 - Once resolved, actions taken are documented and signed by all parties concerned.

6. Confidentiality

All details pertaining to disciplinary actions and grievances shall be kept confidential and only shared with individuals directly involved in the process.

7. Review and Amendments

This SOP will be reviewed annually or as required by HR to ensure effectiveness and compliance with legal and organizational updates.

8. Appendix

- Disciplinary Action Form
- Grievance Submission Form
- Flowchart of Procedure Steps