**EMPLOYEES’ GRIEVANCES AND COMPLAINTS MANAGEMENT**

The effective management of grievances/complaints is essential for fostering a positive work environment, enhancing employee morale, and maintaining productivity. Unresolved grievances/ complaints can lead to increased absenteeism, decreased job satisfaction, and even legal issues, which can significantly impact organizational performance and reputation. To lay down a procedure for addressing any Grievances and complaints of employees the following mechanisms are being followed at the Institute:

**EMPLOYEE GRIVANCE MANAGEMENT PROCESS FLOW**

**Employee Complaints Management**