

Grievance Redressal Procedure

Date: [Insert Date]

To,

[Name of the Stakeholder]

[Designation]

[Company/Organization Name]

[Address]

Subject: Grievance Redressal Procedure

Dear [Name of the Stakeholder],

We are committed to ensuring that all grievances are addressed promptly and effectively. In line with our commitment, we have established a grievance redressal procedure that stakeholders can utilize. Please find below the details of the procedure:

Step 1: Submission of Grievance

Stakeholders are encouraged to submit their grievances in writing or via email to the Grievance Redressal Officer at [insert contact details]. Please provide detailed information regarding the grievance, including relevant documents if available.

Step 2: Acknowledgment

Upon receipt of the grievance, an acknowledgment will be sent within [insert time frame, e.g., 2 working days] confirming the receipt of the grievance.

Step 3: Investigation

The Grievance Redressal Officer will investigate the matter, which may involve discussions with relevant personnel. This process will aim to conclude within [insert time frame, e.g., 15 working days].

Step 4: Resolution

Once the investigation is complete, a response will be provided to the stakeholder including details of the resolution. This will be communicated via email or written correspondence.

Step 5: Appeal

If the stakeholder is not satisfied with the response, they may appeal to [insert name/designation] within [insert time frame, e.g., 10 working days] from the date of response.

We value your feedback and assure you that your grievances will be handled with utmost priority. Thank you for being a valued stakeholder.

Sincerely,

[Your Name]

[Your Designation]

[Company/Organization Name]

[Contact Information]