

	<p>Issue Date : June 2020 Effective Date : July 2020</p>
<p>GRIEVANCE POLICY</p>	<p>APPROVED BY HR</p>

Grievance Policy

1. Objective

Ayarwaddy Farmers Development Bank aims to ensure that the bank employees can work without any stress. The grievance policy aims to manage disagreements in the workplace and encourage collaboration through proper communication.

2. Applicable individuals

Full-time employees, contracted employees, part-time employees at any level working at A Bank.

3. Procedures

The following shall be conducted if there is a complaint that an employee suffers from damages due to another employee.

3.1 The victim shall lodge the official complaint to the Head of Department or the branch manager if the issue arises from the same department or to the head of the HR Department if the complaint is made against the Head of Department or the branch manager along with the supporting evidence.

3.2 Relevant authorized official shall resolve the issue within (5) days after receiving the complaint. If the complainant were to be taken action as per the administrative procedures, Head of Department or the branch manager shall submit the case to the head of the HR Department.

3.3 The Head of the HR Department shall evaluate the case, make recommended action, and report to the CEO.

3.4 The relevant authorized official shall notify the complainant about how the actions are being taken.

4. Appeal

4.1 The victim shall appeal to the HR Department if he/she is not satisfied with the resolution of the Head of Department or the branch manager.

4.2 The HR Department shall re-evaluate the case and investigate the stakeholders involved.

4.3 The HR Department shall evaluate the case, report the observations, and recommendations to the CEO.

4.4 The approval/permission of the CEO is final.

5. Miscellaneous

This policy is intended for the actual victims. The anonymous complaints or the complaints submitted by representatives shall not be taken action. The employee who submits the complaint shall only report the truth. If it is found that the case is fabricated, the complainant shall be taken disciplinary action as per the policies on disciplinary action.