


GRIEVANCE REDRESSAL POLICY

Table of Contents



01. Objective	4
02. Scope	4
03. Definition	4
04. Grievance Handling Mechanism	4
05. Customer Support	5
06. Appeal	5
07. Grievance Officer	6
08. Storing of Grievances	6

1. Introduction: -

The purpose of this document is to formalize the management of grievances from our stakeholders (Investors, Shareholders, Employees and Communities) to minimize the social risks to the business. The grievance process, outlined in this document, provides an avenue for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

2. Scope:

The grievance mechanism procedure applies to all internal and external stakeholders of our operations.

3. Definitions: -

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.
Grievance Committee	The Grievance Committee comprises of the Functional Head, Head HR and the Company Secretary.

4. Grievance Handling Mechanism: -

Internal stakeholder's grievance redressal: -

➤ **Level 1:**

At the first instance the affected employees should submit the grievance (in writing) stating his name, designation, employee number and grievance to his / her immediate supervisor. The supervisor should acknowledge the receipt of the grievance, if possible immediately. The supervisor should redress the grievance within a reasonable period not more than 30 days. In case it is a Policy level matter the grievance should be referred to HR Head who will redress the grievance.

➤ **Level 2: -**

If the concerned employee is not satisfied with the above response from his/her immediate supervisor he/she can submit the grievance along with the reply to the respective Head of the Function. S/he would hear out the grievances of individuals and counsel them. The Grievance Officer should redress the grievance within a reasonable period not exceeding 30 days.

➤ **Level 3: -**

If the grievance still persists, a formal grievance would be lodged and forwarded to the Grievance Redressal Committee. Based on a careful analysis of the grievance in the light of feedback and views of the members of the committee, the Grievance Redressal Committee would make its recommendation within a period of 30 days and send it to the MD/CEO for

consideration and appropriate action, if any. The decision of the MD/CEO of the company shall be final and binding on the concerned employee.

External stakeholders (Customers, Investors, Shareholders and Communities) grievance redressal: -

Policy on the External grievance redressal is governed by the following principles:

- External stakeholders shall be treated fairly at all times.
- Issues raised by External stakeholders are always attended with courtesy and in time.
- External stakeholders are provided with effective and satisfactory resolution within reasonable time period.
- External stakeholders are fully informed of avenues to escalate their issues/ grievances if they are not fully satisfied with the response to their complaints.

5. Customer Support: -

Any customer can reach out to our Customer Support team/ representative through telephonic or electronic mode in the following manner.

- Email customer service at
 - For all local customers: customercare@gocolors.com
- Call at Customer Service Desk
 - Phone: 1800-123-9953 (Mon to Friday, 10 AM to 6 PM)

Specific complaint numbers will be given to the complaints lodged by the customers to help them track the status of their complaints.

6. Grievance Officer: -

Given below are the contact details, name and designation of the Grievance Officer of Go Colors. This information is provided in accordance with applicable provisions of the Information Technology Act 2000 and rules made there under and the Consumer Protection (E-Commerce) Rules, 2020:

Name	: Gayathri Venkatesan
Designation	: Company Secretary and Compliance Officer
Address	: No. 4, 5th Floor, Sathak Center, Nungambakkam High Road, Chennai - 600034.
Email Id	: companysecretary@gocolors.com
Phone	: 044-42111777
Time	: Monday to Friday, 10 AM to 6 PM

7. Storing of Grievances: -

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed with confidentiality for all parties involved.
