

## Grievances Redressal Policy

1. The Grievance Redressal Policy shall provide for-

**A. The format and manner for filing grievances;**

The grievances shall be filed through emails/registered post/over the phone call/ in person which must include the following:-

- Name, address and designation of the complainant along with the registration number if he/she is a member of the organization.
- Registration number of the registered valuer and RVO membership number against whom complaint is made.
- Nature and details of the case to which the complaints relates.
- Legible copies, if any

A reference number/ unique grievance number will be allocated by the Grievance Redressal Officer (GRO) to each complaint / grievance received either through emails/registered post/over the phone call/ in person and an acknowledgement will be sent by email/SMS as per details provided by the complainant.

On receipt of the complaint/request for grievance redressal, the application will be scrutinized for completeness by GRO who may request for additional information or clarification(s) in this regard. Once the application is deemed to be complete, it will be submitted to the Grievance Redressal Committee by GRO.

**B. Maximum time and format for acknowledging receipt of a grievance;**

The complaint shall be addressed at the earliest and as far as possible, “**within a maximum of 3 days**” from the receipt of all necessary information required for its resolution, in the normal course.

The complainant shall be intimated on resolution of grievance/complaint. The intimation of resolution shall contain:

- i. Date of receipt of complaint/grievance
- ii. Reference/Unique Grievance Number
- iii. Detailed note giving the details of the grievance.

**C. Maximum time for disposal of the grievance by way of dismissal, reference to the Disciplinary Committee or the initiation of mediation**

The Committee, after examining the grievance, the observations of the GRO and the facts associated with it, may:

Dismiss the grievance if it is felt to be devoid of merit, or

Refer the matter to the Disciplinary Committee, if deemed appropriate, for suitable action against the member who is the subject of the complaint, or

Direct the parties to seek mediation as a means of redressal of grievance.

Every grievance shall be disposed of “**within a period of 3 months**” from the receipt of all necessary information required for its resolution, in the normal course. A reply shall be provided to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

**D. Details of mediation process**

After the receipt of complaint, if the member of the said committee thinks that the grievance should be settled by way of conciliation between the parties, both parties will be heard by the said committee on a fixed date after giving them a reasonable opportunity to place their grievances.

Both parties will have a maximum of 10 (ten) days from the date of receipt of communication to decide whether or not to take part in the mediation process.

If parties will be willing to take part in the mediation process to resolve the grievance, the committee will try to find out the mediation process to solve the same.

As found appropriate, an order will be passed which will be binding upon the parties.

**E. Provisions of a report of the grievance and mediation proceedings to the parties to the grievance upon dismissal or resolution of the grievance will be given either through e-mails or by registered post within a period specified above.**

**F. Action to be taken in case of malicious or false complaints;**

In case the Committee, on investigation of the complaint, finds that a false complaint has been made or that a complaint has been made with a malicious intent, the Committee shall take such reasonable steps as they deem necessary to curb the intention of such false and malicious complaints in the future.

A mere inability to provide adequate proof to substantiate the complaint shall not be construed as false and malicious complaint.

**G. Maintenance of register of grievances made and resolutions arrived at; and**

The organization will preserve records, manually in register and electronic form for the grievances made and resolution arrived for the period of 2 years.

**H. Periodic review of the Grievance Redressal mechanism**

The Grievance Redressal Mechanism will be monitored and reviewed by the Grievance Redressal Committee at quarterly intervals and bi-annually by the Governing Board. The Policy may be amended from time to time by the Governing Board and will remain in force till further instructions of the Governing Board.