



Name of Company Name: Meraya

Document Name: Grievance Procedure

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1. Purpose

This procedure aims to provide a clear and structured process for addressing complaints and resolving grievances promptly and fairly while maintaining confidentiality and ensuring non-retaliation.

2. Scope

This procedure applies to all employees, customers, suppliers, contractors, and other stakeholders interacting with Meraya

3. Definitions

- Grievance: A formal complaint or concern raised by an individual or group related to employment, service, or interaction with Meraya
- Complainant: The individual or group raising the grievance.
- Respondent: The person or department against whom the grievance is raised.

4. Procedure for Addressing Complaints

4.1 Submission of Grievance

Step 1: The complainant should submit the grievance in writing using the Grievance Mechanism for internal employees & sub-contractors and via email to the designated Grievance Officer at meraya2020@gmail.com for external stakeholders.

Step 2: The grievance must include the following details:

- Name and contact details of the complainant.
- Description of the grievance, including dates, locations, and individuals involved.
- Supporting evidence, if available.

4.2 Acknowledgment

The Grievance Officer will acknowledge receipt of the grievance within 2 business days.

4.3 Preliminary Assessment

The Grievance Officer will conduct a preliminary review within 5 business days to:

- Confirm the grievance falls within the scope of this procedure.
- Determine if additional information is required from the complainant.

4.4 Investigation

The committee will conduct a thorough investigation.

The investigation will be completed within 15 business days and include:



- Interviews with relevant parties.
- Review of documents and evidence.
- Analysis of the facts.

4.5 Resolution

Based on the investigation, the Grievance Officer or committee will recommend appropriate corrective actions, if needed.

The complainant will be informed of the resolution within 5 business days after the investigation concludes.

5. Appeal Process

If the complainant is unsatisfied with the resolution, they may file an appeal in writing to the Appeals Committee within 10 business days of receiving the resolution.

The Appeals Committee will:

- Reassess the grievance and the resolution process.
- Provide a final decision within 15 business days of receiving the appeal.

The decision of the Appeals Committee will be binding.

6. Confidentiality and Non-Retaliation

All grievances and related information will be handled confidentially.

Retaliation against the complainant, witnesses, or investigators is strictly prohibited and will result in disciplinary action.

7. Record Keeping

Records of all grievances, investigations, and resolutions will be maintained for a minimum of 5 years.

8. Responsibility

The Grievance Officer is responsible for overseeing the grievance process.

Department Heads and HR are responsible for supporting investigations and implementing resolutions.