

#### Redressal Procedure :

This procedure aims at minimizing instances of complaints and grievances through a proper review mechanism and to ensure prompt redressal of complaints and grievances in a timely, fair and consistent manner.

In case any employee has a grievance, he/she is expected to discuss with the immediate manager and find a solution. If for any reason the employee still feels aggrieved than she / he has the right to bring that to the department/division head.

'Light of Life Trust' believes in the importance of a harmonious and productive work culture, which reinforces good employee relations. To facilitate this any employment relationship disputes which have not been resolved at a departmental level will be evaluated by the leadership team and an appropriate decision will be taken and communicated.

- Number of grievances received and resolved in the past year – None
- Any formal or informal channels available to stakeholders - None