
INITIATIVE FOR PEOPLE IN NEED (IPN)



GRIEVANCE REDRESSAL POLICY-2014

(Revised Edition-May 2024)

**IPN — An Agent for Social Change &
Development in Pakistan.**

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INTRODUCTION:

Initiative for People in Need (IPN) is a non-government, not-for-profit and non religious, impartial, research, relief & development organization established in January, 2012. IPN was officially registered on April, 04, 2013 under the office of the provincial registrar joint stock companies & societies Peshawar, KP, under the registration of societies act XXI of 1860, with registration no 134/5/7361.

Goal:

The ultimate goal of the establishment and existence of IPN is human welfare through reaching the unreachable, the most vulnerable, and above all the neediest.

Vision:

IPN envisages a developed & just society which is free from all kinds of discrimination based on race, color, religion, language & ethnicity.

Mission statement:

To bring a positive change in the society while meeting the miseries of people and peoples' empowerment through peoples' participation, mobilization of available resources, a pool of professional humanitarian aid workers, & philanthropists leading to sustainable development.

IPN,s Core Values:

Following are the core values of the organization which determines the way and direction of actions for those who are associated with it.

1. Professionalism.

We are professionalism in terms of organizational environment and delivery of services.

2. **Team work.**

We believe in team work for better, effective and efficient results of activities carried out.

3. **Accountability.**

We believe that we are accountable to all the stakeholders we are connected with or having any direct or indirect relationship.

4. **Networking.**

We believe in networking for reciprocal learning, sharing of experiences and delivering the better results.

GRIEVANCES REDRESSAL POLICY:

1. POLICY INTRODUCTION

IPN is committed to sustain and enhance fair, equitable and secure work practices.

2. POLICY STATEMENT

IPN states that all staff members shall render their responsibilities and duties with great efficiency, integrity, impartiality, sincerity, fairness, compassion, honesty as well as in line with its core values.

The grievances procedure for staff aims to ensure that work related complaints are addressed timely and in a confidential manner in order to prevent minor problems to be converted into major problems.

3. PROCEDURE FOR HANDLING GRIEVANCES

Work related grievances might flow from any aspect of a staff member's work at INITIATIVE FOR PEOPLE IN NEED (IPN) that is considered to be unfair, unjust or unreasonable. At the same time, if an employee is somehow hurt by any measures taken by another staff member or the management of the organization, he/she reserve the right to study and adopt the procedure mentioned in the grievances policy to file his/her

complaint for Redressal. Employee filing a grievance Redressal complaint shall have to follow the following steps;

3.1 Employee should discuss his/her grievance with immediate supervisor prior to filing it. The supervisor shall have seven (7) working days in which to reply to the employee's grievance, failing or finding an unsatisfactory answer, the employee may present his/her grievance in the next step.

3.2 Employee, in the next step, shall prepare a written statement comprises of the grievance and a requested settlement and submit/ discuss with the section head or Admin & Finance Officer, who shall have seven (7) days in which to present a written reply to the employee's grievance. If an agreement cannot be found mutually, the employee will have seven (7) working days in which to present his/her grievance in following next step.

3.3 Employee in this step shall make a written request to the head of the organization while mentioning his complaint as well as the steps taken so far for the appointment of an independent investigator or a committee to investigate the case and make the recommendations to the head of the organization with suggested possible solutions. to notify a representative appointed by Head of IPN. The representative shall investigate the claims/ charges and make arrangements to hear the employee's grievance and that of the department. The representative will then provide a written response to the employee within seven (7) working days after the receipt of the grievance. The response to the grievance shall be provided within twenty two working days after complete process by the head of the organization and that shall be the final decision in that regard.

4. EXCEPTIONAL CASES:

In very few cases the Head of Section or High level manager can report and discuss the grievance directly to the Head of IPN , failing which the employee may present his/her grievance to the BoD member nominated by the Chairperson of the Board. The response shall be provided within twenty two working days after complete review and process.

POLICY DOCUMENT ENDS

Approved by: Members Board of Directors