



CREDYNOVA SOLUTIONS PRIVATE LIMITED

Credible Solution, Sustainable Solution!
(Also known as “Credynova”)

Dispute Policy and Procedure



Introduction:

Credynova is committed to maintaining a harmonious and productive work environment. This policy outlines the procedures for resolving disputes in a fair, transparent, and timely manner, in compliance with Indian laws and regulations.

Purpose:

The purpose of this policy is to provide a structured framework for addressing and resolving disputes that may arise within the organization. This policy aims to ensure that all disputes are handled impartially and efficiently, promoting a positive workplace culture.

Scope:

This policy applies to all employees, contractors, interns, and stakeholders involved in Credynova's operations. It covers all types of disputes, including but not limited to, interpersonal conflicts, grievances related to work conditions, and disagreements over company policies.

Dispute Resolution Principles:

Credynova is committed to the following principles in resolving disputes:

Fairness:

Ensuring that all parties involved in a dispute are treated fairly and with respect.

Confidentiality:

Maintaining the confidentiality of all dispute resolution processes.

Impartiality:

Ensuring that the resolution process is free from bias and favouritism.

Timeliness:

Addressing and resolving disputes promptly to prevent escalation.

Transparency:

Keeping all parties informed about the progress and outcomes of the dispute resolution process.

Dispute Resolution Process:

The dispute resolution process at Credynova involves the following steps:

Step 1: Informal Resolution

Direct Communication:

Employees are encouraged to resolve disputes through direct communication with the involved parties.

Mediation:

If direct communication is not effective, a neutral third party (mediator) may be appointed to facilitate a resolution.

Step 2: Formal Resolution

Filing a Complaint:

If the dispute cannot be resolved informally, a formal complaint can be filed with the HR department. The complaint must be in writing and include details of the dispute.

Acknowledgment:

The HR department will acknowledge receipt of the complaint within two working days.

Investigation:

An investigation will be conducted to gather facts and understand the nature of the dispute. This may involve interviews with the parties involved and any witnesses.

Resolution Meeting:

A resolution meeting will be held with the parties involved to discuss the findings and explore possible solutions.

Decision:

Based on the investigation and resolution meeting, a decision will be made, and the parties will be informed in writing.

Reporting Violations:

Credynova encourages employees, contractors, and stakeholders to report any violations of this policy. Reports can be made through the following channels:

Anonymous Reporting:

An anonymous reporting system will be available to ensure confidentiality and protect the identity of the reporter.



Direct Reporting:

Reports can be made directly to the HR department, Compliance Officer, or any member of management.

Whistleblower Protection:

Credynova will protect whistleblowers from retaliation. Any form of retaliation against individuals who report violations in good faith will not be tolerated.

Consequences for Policy Violations:

Credynova takes violations of this policy seriously. Consequences for policy violations may include, but are not limited to:

Verbal or Written Warnings:

Issued for minor infractions or first-time offenses.

Mandatory Training:

Required participation in additional training sessions focused on dispute resolution and workplace conduct.

Suspension:

Temporary suspension from duties for more serious or repeated violations.

Termination:

Dismissal from employment for severe or repeated breaches of the policy.

Legal Action:

In cases where violations also breach legal standards, appropriate legal action will be taken.

Monitoring and Review:

Credynova will regularly monitor and review its dispute resolution processes to ensure compliance with this policy. This includes internal audits, feedback from stakeholders, and periodic reviews by the HR department.

Conclusion:

Credynova is dedicated to maintaining a positive and productive work environment. By adhering to this policy, we aim to resolve disputes fairly and efficiently, thereby fostering a culture of respect and collaboration.