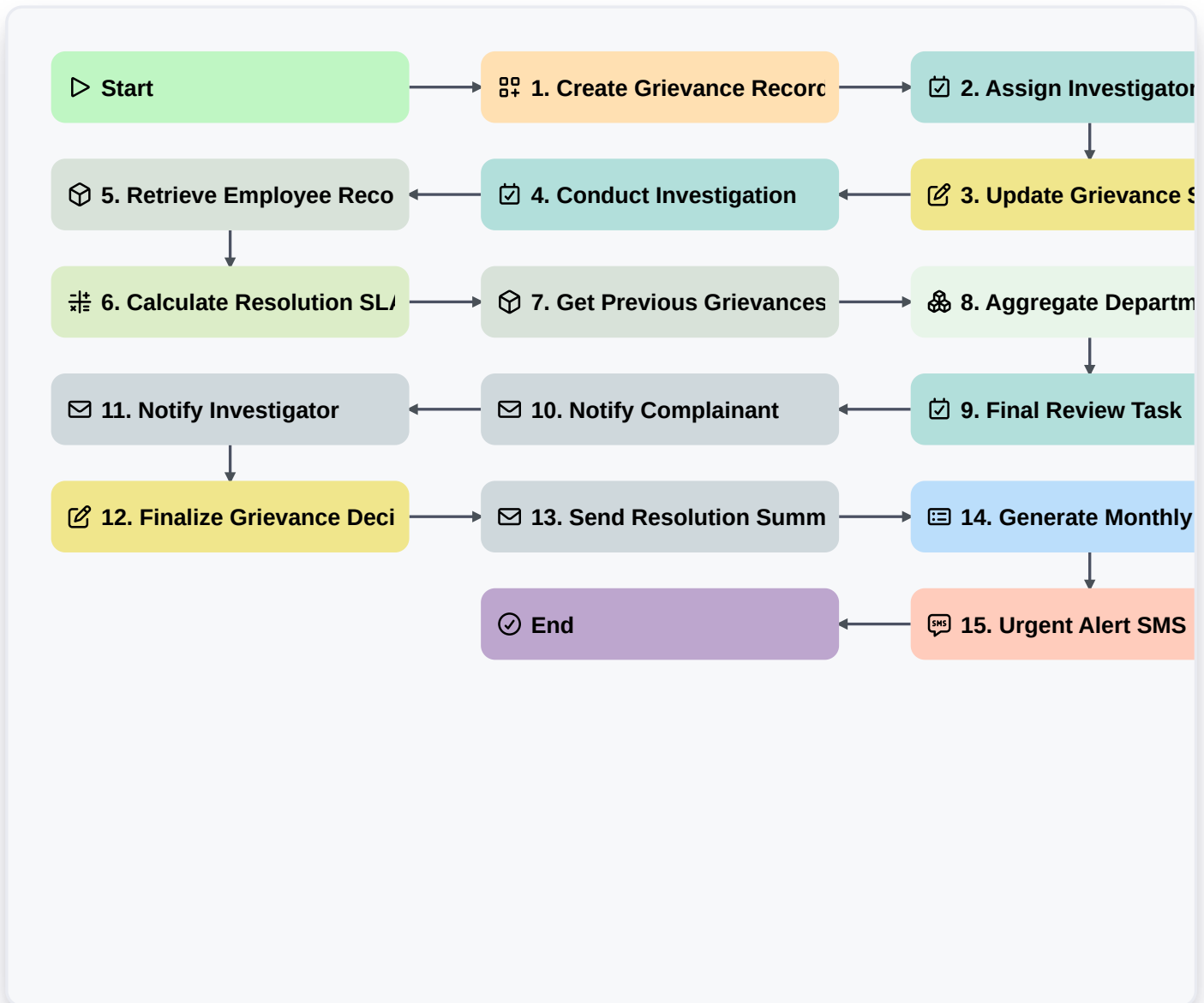


# Employee Grievance Redressal Workflow



## Start

Start of the Workflow/Process.

## 1. Create Grievance Record

Create a new entry in the Grievance Data Model to store the initial complaint details.

## 2. Assign Investigator

Create a task for the HR Manager to review the grievance and assign an investigator.

## 3. Update Grievance Status

Update the status of the grievance entry to 'Under Investigation' once the investigation begins.

## 4. Conduct Investigation

Create a task for the assigned Investigator to interview parties and gather evidence.

## 5. Retrieve Employee Records

Get employee data from the User Data Model to verify the complainant's department and seniority.

## 6. Calculate Resolution SLA

Calculate the deadline date by adding a set number of business days to the grievance creation date.



### **7. Get Previous Grievances**

Get all previous entries for the same employee to check for recurring patterns or historical context.

### **8. Aggregate Department Grievance Count**

Sum the number of active grievances within the specific department to identify high-risk areas.

### **9. Final Review Task**

Create a task for the Head of HR to review the investigation findings and approve the resolution.

### **10. Notify Complainant**

Send an email to the employee notifying them that their grievance has been received and is being processed.

### **11. Notify Investigator**

Send an email to the assigned investigator with the details of the new assignment.

### **12. Finalize Grievance Decision**

Update the grievance entry with the final decision, resolution notes, and closing date.

### **13. Send Resolution Summary**

Send an email to the complainant and the manager outlining the final outcome of the grievance.

### **14. Generate Monthly Grievance Report**

Create a report summarizing all resolved grievances, average resolution time, and common themes.

### **15. Urgent Alert SMS**

Send an SMS to the HR Director if a grievance is flagged as 'Critical' or 'High Severity'.

### **End**

End of the Workflow/Process.