

# Grievance Handling Mechanism in Heritage fresh

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## INTRODUCTION:

A grievance is any dissatisfaction or feeling of injustice having connection with one employment situation which is brought to the attention of management. Broadly a grievance is any dissatisfaction that adversely affects organisational relations, profits, productivity. To understand what a grievance is, it is necessary to distinguish between dissatisfaction, complaint, misunderstanding and grievance.

- Dissatisfaction is anything that disturbs an employee.
- Complaint is a spoken or written dissatisfaction brought to the attention of the supervisor or the shop steward.
- Grievance is a complaint that has been formally presented to management representation or to a union official.

## Meaning:

Redressal of employees grievances is an essential part of any business. It means to help to solve problem of an employee who is in the trouble and wants some kind of help. There will be a structure, rules and regulations in organisation.

## Definition:

According to Justice, a grievance is "Any discontent or dissatisfaction whether expressed or not, whether valid or not, arising out of anything connected with the company which an employee thinks, believes or even feels to be unfair, unjust or inequitable."

## Objectives of the study:

- The study the grievance handling procedure in future groups.
- To know the grievance of employees and their satisfaction level towards grievance handling procedure.
- To study the impact of grievance handling on employees.
- To make recommendations for grievance handling.

- To take appropriate action and ensure that promises are kept.
- To investigate the reasons for dissatisfaction.

## Need of the study:

The grievance handling system is an integral part of an organization. It enables the employees to express formally their complaints over the management policies and practices. It also reduces the employee turnover in the organization. It is important to look after the grievance and the difficulties faced by the employees.

To analyse the grievance handling system and to find its effectiveness through this study some of the valuable suggestions may be provided for the improvement of the grievance handling system in the organization.

## Scope of the study:

- The study deals with the analysis of the effectiveness of the grievance handling.
- It also identifies the employees opinion towards the grievance handling system.
- The study is intended to focus on understanding the satisfaction of employee towards grievance redressal procedure in the organisation and its effectiveness.
- The effectiveness of the present grievance handling system will be analysed and suitable measures to improve the same may be suggested.

## Research methodology:

Descriptive method is used as a research methodology for making a brief study about the grievance the research questions is called collection of data.

## Primary data:

The primary data is collected through the structured questionnaire which are related to grievance handling procedure such data are collected with specific set objectives. The method used for collecting data for the study is questionnaire.



**secondary data:**

The secondary data refers to the information or facts already collected. Such data are collected with the objectives of understanding the past status of any variable data collected and reported by some source is accessed and used for the objective of the study. The secondary data were collected from books, magazines and websites.