



COMPLAINT/GRIEVANCE POLICY

Mohana HR Futuristics seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behaviour. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- *Step 1:-* A participant should first attempt to resolve the issue directly with the Faculty/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- *Step 2:-* If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Director of Education - Ms. Mohana Kotian, +91-9820317089 / mohanahrf@gmail.com for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 10 days. All appeal decisions are final.

For Mohana HR Futuristics

(Mohana Kotian)
Sole Proprietor