



Inspiring Human Belief
in a Healthier World

Grievance Redressal Policy

- We at Hetero ensure that our employees are always treated fairly
- Grievance at Hetero is any complaint, problem or concern of an employee regarding their workplace, job, wages or co-worker relationships.
- Complaints raised by employees are dealt with courtesy, on time and with confidentiality.
- Employees are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Hetero to their complaints.
- Hetero will treat all complaints efficiently and fairly as they can damage the Hetero's reputation and business if handled otherwise.
- Handling of grievances are done as per the defined procedures and applicable legislations of the land.
- This policy shall not be available to contest, dismissal, demotion, suspension or other disciplinary measure.
- Awareness on grievance handling is promoted in all employees including contract employees during induction trainings and other forums.
- Establish the process necessary to deliver the results in accordance with the requirements and implement the process to ensure all grievances are handled effectively.
- Monitor and measure the process against the requirement and take actions to continually improve the system.

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