ENVIRONMENTAL & SOCIAL GRIEVANCE MECHANISM

Aavishkaar's grievance procedure is free, open and accessible to all, and grievances will be addressed in a fair and transparent manner.

Who can submit a grievance?
Any individual, organisation, group or community can raise a grievance who believe they have been adversely affected or have the potential to be adversely affected by any of Aavishkaar's portfolio companies, including prospective portfolio companies.
Note: Grievances must be reported within 12 months from the date on which the relevant event occurred, or it came to the attention of the person filing the grievance report.

How can grievances be raised?
Anyone as defined above can raise a grievance by writing
to grievance@aavishkaar.in. Grievances that do not relate to Aavishkaar or its investees, or that do not allege misconduct or malpractice, will not be eligible under this. Ensure that your grievance report includes details such as your name, contact details and identification of the Aavishkaar investee to which the grievance relates to. Information regarding the misconduct or malpractice or alleged misconduct or malpractice should be provided in as much detail as possible, including an explanation of whether you are directly affected.

Timeline
Aavishkaar endeavours to resolve all grievances within 90 days. If the enquiry takes more than 90 days, Aavishkaar will inform the complainant with an update on further procedures.

Confidentiality and Anonymity
Aavishkaar will not reveal the identity of an individual or entity making a grievance report to any third party without explicit permission from the relevant individual or entity. Within Aavishkaar, relevant details and the identity of the external party raising the grievance, will only be shared with staff directly involved in the review of grievance. In cases where the details of a grievance may need to be shared with a third party like Legal Counsels or Law enforcement authorities, it may make it difficult to protect the anonymity of the complainant.