

Grievance Redressal Policy

Effective Date: August 2026

Last Updated: August 2026

1. Purpose

Cosmo Foundation is committed to maintaining transparency, accountability, fairness and responsible conduct in the implementation of its programmes and activities.

This Grievance Redressal Policy establishes a structured mechanism through which beneficiaries, community members, employees, volunteers, interns, implementing partners, vendors, service providers and other stakeholders may raise concerns or grievances relating to the activities, programmes, conduct or operations of Cosmo Foundation.

The purpose of this Policy is to ensure that genuine grievances are received, appropriately reviewed and addressed in a fair, timely and transparent manner.

2. Scope

This Policy applies to grievances relating to Cosmo Foundation's programmes, projects, activities, personnel, representatives, implementing partners and other activities undertaken on behalf of or in association with Cosmo Foundation.

The mechanism is available to stakeholders who have a genuine concern relating to the Foundation's activities or interactions.

3. Who May Raise a Grievance

A grievance may be submitted by, including but not limited to:

- Beneficiaries and programme participants;
- Community members;
- Parents or guardians of beneficiaries, where applicable;
- Employees and personnel;
- Volunteers and interns;
- Implementing partners and programme partners;
- Vendors, consultants and service providers; and
- Any other stakeholder who has a genuine concern relating to the activities of Cosmo Foundation.

4. Matters That May Be Reported

Grievances may include concerns relating to:

- Delivery or implementation of CSR programmes and projects;
- Access to programme benefits or services;
- Unfair, discriminatory or inappropriate treatment;
- Misconduct by employees, representatives or programme personnel;

- Misuse or improper handling of Foundation resources;
- Concerns relating to programme transparency or implementation;
- Conflicts of interest or unethical conduct;
- Concerns relating to implementing partners or service providers;
- Misrepresentation of the Foundation or its programmes;
- Concerns relating to beneficiary or community interactions; and
- Any other legitimate concern relating to the activities or operations of Cosmo Foundation.

5. Matters Covered Under Separate Mechanisms

Certain complaints may require specialised handling under applicable law or separate organisational policies.

Accordingly, this Policy does not replace or supersede mechanisms established for matters such as:

- Prevention of Sexual Harassment (POSH);
- Whistleblower or Vigil Mechanism, where applicable;
- Child safeguarding and protection;
- Employment-related grievances;
- Data protection and privacy-related concerns; or
- Any other matter subject to a specific statutory or organisational procedure.

Where appropriate, the complainant may be directed to the relevant mechanism to ensure that the matter is handled through the appropriate process.

6. How to Submit a Grievance

Stakeholders may submit a grievance to Cosmo Foundation through the Foundation's official contact channel:

Email: contact@cosmofoundation.in

To help ensure that the communication is promptly identified and appropriately routed, stakeholders are requested to use **“Grievance Redressal”** as the subject line of the email.

Where appropriate, grievances may also be submitted through any grievance form or other communication channel made available by Cosmo Foundation on its website.

A grievance should, where possible, include sufficient information to enable the Foundation to understand and assess the concern.

The complainant may provide:

- Name and contact details;
- Nature of the grievance;
- Date and location of the incident, where applicable;
- Programme or project concerned;
- Names of persons or organisations involved, if known;
- Relevant supporting documents or evidence; and
- The resolution or action expected, where applicable.

Anonymous grievances may be considered at the discretion of Cosmo Foundation, particularly where sufficient information is available to assess the concern.

7. Grievance Redressal Process

Cosmo Foundation will endeavour to address grievances through the following process:

Step 1 – Receipt

The grievance will be received through the designated contact channel and appropriately recorded.

Step 2 – Acknowledgement

Where contact details are available, Cosmo Foundation will endeavour to acknowledge receipt of the grievance.

Step 3 – Preliminary Review

The grievance will be reviewed to determine its nature, relevance, urgency and the appropriate person or function responsible for handling it.

Step 4 – Investigation / Assessment

Where necessary, the Foundation may seek additional information, documents or clarification from the complainant or other relevant persons.

The Foundation may conduct an appropriate internal review or investigation depending on the nature and seriousness of the grievance.

Step 5 – Resolution

Based on the findings and circumstances of the matter, appropriate corrective or remedial action may be taken.

Step 6 – Closure

Where appropriate and subject to confidentiality and applicable law, the complainant may be informed of the outcome or status of the grievance.

8. Timelines

Cosmo Foundation will endeavour to acknowledge grievances within **7 working days** of receipt, where the complainant's contact details are available.

The Foundation will endeavour to review and resolve grievances within a reasonable period depending upon the nature, complexity and seriousness of the matter.

Where a grievance requires additional time for investigation, the complainant may be informed of the status or expected timeline, where appropriate.

Matters governed by separate statutory mechanisms will be dealt with within the timelines prescribed under the applicable law or policy.

9. Confidentiality

Cosmo Foundation will endeavour to maintain the confidentiality of information relating to grievances and the persons involved, subject to:

- Requirements of applicable law;
- The need to conduct an appropriate review or investigation;
- Protection of the interests and safety of affected persons; and
- Any other legitimate organisational requirement.

Information relating to a grievance will be shared only with persons who have a legitimate need to know or where disclosure is otherwise required or permitted by law.

10. Protection Against Retaliation

Cosmo Foundation does not encourage retaliation against any person who raises a genuine grievance or participates in the grievance redressal process in good faith.

Any concern regarding retaliation arising from the submission of a genuine grievance may itself be reported through the Foundation's grievance mechanism or the appropriate organisational mechanism.

This protection does not extend to deliberately false, malicious or fraudulent complaints.

11. False or Malicious Complaints

Cosmo Foundation encourages stakeholders to raise genuine concerns in good faith.

A grievance that is subsequently found to be unsubstantiated will not, by itself, be considered a false or malicious complaint.

However, deliberately false, fabricated or malicious complaints, including complaints made with the intention of causing harm to another person, may be dealt with in accordance with applicable organisational policies and procedures.

12. Conflict of Interest

Any person responsible for reviewing or deciding upon a grievance should disclose any actual or potential conflict of interest and, where appropriate, refrain from participating in the review or decision-making process.

Cosmo Foundation may designate an alternative person or function to handle the matter where such a conflict exists.

13. Escalation

Where a complainant is dissatisfied with the response or resolution, the complainant may request an appropriate review or escalation through the designated contact channel.

The escalation process may vary depending on the nature of the grievance and whether the matter falls under a separate statutory or organisational mechanism.

Nothing in this Policy prevents a person from exercising any rights or remedies available under applicable law.

14. Record Keeping and Monitoring

Cosmo Foundation may maintain appropriate records of grievances received, actions taken and outcomes, subject to applicable confidentiality and data protection requirements.

Aggregated grievance information may be periodically reviewed by the Foundation to identify recurring issues, strengthen programme implementation and improve stakeholder engagement.

Personal information relating to complainants will be handled in accordance with the Foundation's applicable privacy and data protection practices.

15. Accessibility

Cosmo Foundation seeks to make the grievance mechanism reasonably accessible to stakeholders, including beneficiaries and community members who may face barriers in accessing digital channels.

Where appropriate, grievances may also be received through offline or alternative channels communicated by the Foundation.

16. Non-Discrimination and Fair Treatment

Cosmo Foundation is committed to handling grievances fairly and without discrimination.

All grievances will be considered based on their substance and the available information.

17. Relationship with Applicable Laws and Policies

This Policy shall be read together with applicable laws, regulations and other policies of Cosmo Foundation and its relevant governing entities.

Where any applicable law or statutory mechanism prescribes a specific process, authority, timeline or remedy, the applicable legal or statutory requirement shall prevail.

18. Policy Review and Amendments

Cosmo Foundation may review and update this Policy periodically to reflect changes in its programmes, organisational practices, applicable laws and stakeholder requirements.

Any amendment to this Policy will be published or otherwise communicated as considered appropriate by the Foundation.

19. Contact

For grievances or concerns relating to Cosmo Foundation's programmes and activities:

Cosmo Foundation

Email: contact@cosmofoundation.in

Subject Line: Grievance Redressal

Website: www.cosmofoundation.in

Stakeholders are encouraged to provide sufficient information to enable Cosmo Foundation to appropriately assess and address the grievance.

Disclaimer: This Grievance Redressal Policy establishes an organisational mechanism for receiving and addressing stakeholder concerns. It does not limit or replace any rights, remedies, statutory procedures or specialised grievance mechanisms available under applicable law.