

# Grievance Redressal Policy

## Preamble:

This Grievance Redressal Policy is established to provide a fair and transparent mechanism for addressing grievances raised by faculty, staff, and students of the institution. The policy aims to uphold the principles of justice, equity, and a conducive working and learning environment.

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## Grievance Redressal Committee:

### Composition:

The Grievance Redressal Committee shall be constituted as follows:

1. **Chairperson:**
    - Principal of the institution.
  2. **Members:**
    - Three senior members of the teaching faculty to be nominated by the Principal.
    - One non-teaching staff member nominated by the Principal.
    - A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee or from Students Council. (in case of student grievances).
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### Functions:

The Grievance Redressal Committee is responsible for:

- Receiving and reviewing grievances submitted by faculty, staff, or students.
  - Conducting impartial investigations to assess the validity of grievances.
  - Recommending appropriate actions or solutions to address the grievances.
  - Ensuring confidentiality throughout the grievance redressal process.
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### Grievance Categories:

Grievances may include but are not limited to:

- Academic matters.
  - Administrative issues.
  - Harassment or discrimination.
  - Violation of institutional policies.
  - Any other matter affecting the well-being of faculty, staff, or students.
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## **Grievance Submission:**

### Faculty and Staff:

1. A written complaint must be submitted to the Grievance Redressal Committee within a week of the grievance.
2. The complaint should clearly state the nature of the grievance, relevant details, and the desired resolution.

### Students:

1. Students can submit grievances through a **dedicated email** or in writing to the Grievance Redressal Committee within a week of the grievance.
  2. The complaint should outline the grievance, supporting evidence, and the desired resolution.
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## **Grievance Redressal Process:**

### 1. **Receipt of Grievance:**

- The Grievance Redressal Committee will acknowledge receipt of the grievance within maximum 3 days.

### 2. **Preliminary Review:**

- The Committee will conduct a preliminary review to determine the merit and validity of the grievance.

### 3. **Investigation:**

- If necessary, the Committee will conduct a thorough investigation, seeking statements and evidence from relevant parties.

### 4. **Recommendations:**

- Based on the findings, the Committee will recommend appropriate actions or solutions to address the grievance.

### 5. **Resolution:**

- The institution will implement the recommended actions within a reasonable timeframe i.e. maximum a fortnight.

### 6. **Feedback:**

- The Committee will provide feedback to the aggrieved party, informing them of the resolution.
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## **Timelines:**

- Grievances shall be addressed within a fortnight i.e. 2 weeks from the date of submission.
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**Appeal Process:**

- If the aggrieved party is dissatisfied with the resolution, they may appeal to the Higher Education Authority within a week i.e. 7 days of the decision of the Grievance Redressal Committee.
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**Confidentiality:**

- The Grievance Redressal Committee will maintain strict confidentiality throughout the process.
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**Reporting:**

- The Grievance Redressal Committee will submit an annual report to the institution summarizing the number and nature of grievances received and redressed.
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**Review and Amendment:**

- This policy will be reviewed annually and amended as necessary to ensure its effectiveness.
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This Grievance Redressal Policy is in accordance with UGC norms and aims to provide a robust mechanism for faculty, staff, and students to seek redressal for their grievances. The institution is committed to a fair and transparent grievance redressal process that promotes a positive working and learning environment.

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