

GRIEVANCE REDRESSAL CELL

Definitions

- a) **Grievance:** Refers to any dissatisfaction or disagreement an employee may have concerning any aspect of the College's activities and services, which may involve other employees or individuals.
- b) **Employee or Person:** Denotes any college member, including academic staff, officers, or non-teaching staff, who are formally affiliated with the College.
- c) **Students / Parents / Guardians:** Pertains to students currently enrolled at the College and their respective parents or guardians.

Aim

The aim of these regulations is to establish and maintain an efficient, timely, fair, and impartial system for addressing grievances involving employees, students, and their parents/guardians. The following principles will guide this process:

- a) **Promoting Understanding and Resolution:** Cultivate a culture of understanding, timely resolution, and proactive prevention of recurring issues.
- b) **Prioritizing Concerns:** Establish a grievance resolution mechanism that prioritizes the concerns of students and employees.
- c) **Swift and Confidential Handling:** Ensure grievances are handled swiftly, objectively, and with care, while maintaining the highest level of confidentiality possible.
- d) **Respect and Non-Discrimination:** Guarantee respect for the perspectives of both the complainant and the respondent, and prevent any form of discrimination or victimization against any party involved in a grievance.
- e) **Consistency:** Maintain uniformity in responding to grievances.

To promote transparency in management and ensure a smooth educational process within the College, as well as to address concerns from various parties (students, teaching faculty, and administrative staff), it is essential to establish a Grievance Redressal Committee. This committee aims to resolve any grievances that may arise due to biases related to factors such as religion, caste, color, gender, linguistic origin, region, or age.

Types of Concerns

1. Faculty Concerns

- a) Disagreements regarding actions taken by the Peer Group, Head of Department, or Principal.
- b) Complaints about the behavior of any officer or support staff.
- c) Issues related to service conditions, performance evaluations, promotions, compensation, and allowances.
- d) Concerns about workplace facilities.
- e) Dissatisfaction with library operations.

f) Complaints about shared amenities such as transportation, and canteen services.

2. Employee Concerns

a) Complaints against the Human Resources, Administration, and Finance departments.

b) Actions taken by any member of the faculty or staff.

c) Issues arising from interactions with the reporting officer.

d) Concerns about shared services such as transportation, and canteen services.

e) Conditions of facilities in the workplace.

3. Student Concerns

Academic-Related Grievances

a) Discontent related to academic content, quality, and course materials.

b) Disagreements regarding class scheduling and timetables.

c) Concerns about student progress, including internal assessments, attendance requirements or exceptions, and advancement to the next class.

d) Shortcomings or unavailability of learning resources such as library books, journals, laboratory equipment, IT facilities, maintenance-related issues, etc.

Concerns Regarding Faculty (Including Heads of Departments)

a) Issues pertaining to academic delivery and quality.

b) Behavior within the classroom.

c) Matters concerning regularity and punctuality.

d) Instances of discrimination or victimization of students.

Concerns About Registration and Examinations

a) Matters related to registration and examinations.

Non-Academic Concerns (Facilities and Services)

a) Insufficiencies in shared services such as transportation, and canteen services.

b) Evaluations of food quality and hygiene standards in hostels and mess areas.

c) Shortcomings in extracurricular activities and facilities.

d) Issues concerning financial assistance for students.

Grievances Regarding Internships and Placements

a) Complaints of bias in the selection process for internships.

b) Concerns about discrimination or failure to adhere to placement rules and procedures.

Financial Concerns

a) Concerns about fees and outstanding dues.

b) Matters related to fee concessions.

c) Issues related to scholarships.

Student-to-Student Disputes

- a) Clashes between students within the same course or class.
- b) Conflicts arising within the college.
- c) Conflicts extending between different colleges.

These categories help in systematically addressing and resolving various types of concerns within the institution.

Grievance Resolution Procedure

1. Submission of Grievance

- ✓ **Written Complaint:** The aggrieved party (student, faculty, or staff) submits a written complaint to the Grievance Cell. The complaint should detail the nature of the grievance, relevant facts, and any supporting documents.
- ✓ **Acknowledgment:** Upon receipt of the complaint, the Grievance Cell acknowledges the submission within two working days.

2. Preliminary Review

- ✓ **Initial Assessment:** The Coordinator of the Grievance Cell conducts a preliminary review to determine the validity and severity of the complaint.
- ✓ **Classification:** The grievance is classified based on its nature (academic, administrative, personal, etc.) for appropriate handling.

3. Investigation

- ✓ **Formation of Inquiry Committee:** If necessary, an inquiry committee is formed to investigate the grievance. This committee may include members of the Grievance Cell and other relevant individuals.
- ✓ **Gathering Information:** The committee collects information through interviews, document reviews, and discussions with the complainant and the respondent.
- ✓ **Confidentiality:** Throughout the investigation, the highest level of confidentiality is maintained to protect the privacy of all parties involved.

4. Resolution

- ✓ **Decision Making:** Based on the investigation findings, the Grievance Cell deliberates and arrives at a resolution. The aim is to resolve the grievance as promptly as possible, ideally within ten working days.
- ✓ **Communication of Outcome:** The decision and any actions taken are communicated in writing to both the complainant and the respondent.

5. Implementation of Resolution

- ✓ **Action Plan:** If corrective or preventive measures are required, an action plan is developed and implemented within a reasonable timeframe.
- ✓ **Monitoring:** The Grievance Cell monitors the implementation of the resolution to ensure compliance and effectiveness.

6. Appeal Process

- ✓ **Right to Appeal:** If the complainant or respondent is not satisfied with the resolution, they have the right to appeal.
- ✓ **Appeal Submission:** The appeal must be submitted in writing to the Appellate Authority within five working days of receiving the initial decision.
- ✓ **Appellate Review:** The Appellate Authority reviews the appeal and makes a final decision within five working days.

7. Record Keeping

- ✓ **Documentation:** All records of grievances, investigations, and resolutions are maintained by the Grievance Cell for a period of one year.

- ✓ **Access to Records:** Upon request, a comprehensive explanation of decisions and actions taken during the grievance process is provided to the complainant or respondent.

8. Preventive Measures

- ✓ **Awareness Programs:** Conduct regular awareness programs and workshops to educate the college community about the grievance redressal process and promote a positive environment.
- ✓ **Feedback Mechanism:** Implement a feedback mechanism to continuously improve the grievance handling process.

By following these procedures, the Grievance Cell aims to provide a fair, transparent, and efficient system for resolving grievances, ensuring the well-being and satisfaction of all members of the college community

Safeguarding Confidentiality

- All authorities will ensure that neither the complainant nor the respondent faces victimization or discrimination.
- The implementation of this procedure will not show bias toward any party.
- At all stages of this procedure, a comprehensive explanation of decisions and actions taken during the process will be provided upon request by the complainant or respondent.
- Throughout the process, the highest level of confidentiality and privacy will be maintained, and all records related to such complaints will be treated as private.
- Records of grievances managed through this process and their outcomes will be retained for a duration of one year.
- Utilizing this grievance and appeals process will not incur any costs for the complainant.

This professional approach ensures a fair, timely, and effective resolution of grievances while maintaining confidentiality and preventing discrimination.