

GRIEVANCE REDRESSAL POLICY



AMAR SHAHEED KANCHAN SINGH AUTONOMOUS P.G College

**Shivpuri, Fatehpur - 212656
(U.P.) INDIA**

<https://www.asksapgcollege.in/> | asksapgcollege.in@gmail.com

0		Issued for Implementation
Rev.	Date	Description
	03/08/2024	Grievance Redressal Policy

1. Introduction

Amar Shaheed Kanchan Singh Autonomous P.G. College, Shivpuri Fatehpur, is committed to providing a safe, fair, and just environment for all its stakeholders, including students, faculty, staff, and the community. This Grievance Redressal Policy aims to provide a transparent and structured mechanism to address and resolve grievances promptly and effectively. The policy ensures that grievances are handled impartially, confidentially, and in accordance with principles of natural justice.

2. Scope

This policy applies to all students, faculty, administrative staff, and other stakeholders of Amar Shaheed Kanchan Singh Autonomous P.G. College. It covers grievances related to academic, administrative, and personal issues that may arise within the college environment.

3. Definitions

- **Grievance:** Any dissatisfaction or feeling of injustice experienced by a stakeholder related to academic or administrative matters.
- **Complainant:** An individual who lodges a grievance.
- **Grievance Redressal Committee (GRC):** A committee constituted to address and resolve grievances.

4. Objectives

- To develop a responsive and accountable attitude among stakeholders to maintain a harmonious educational atmosphere.
- To ensure that grievances are resolved in a fair, impartial, and timely manner.
- To foster an environment of trust and transparency.
- To establish a structured mechanism for grievance resolution.

5. Types of Grievances

Grievances may include, but are not limited to, the following:

Academic Issues:

- Evaluation and assessment-related grievances.
- Issues related to the conduct of examinations.
- Academic decisions and policies.

Administrative Issues:

- Delay or non-delivery of administrative services.
- Misbehavior or misconduct by staff.
- Infrastructural issues.

Personal Issues:

- Harassment, discrimination, or bullying.
- Interpersonal conflicts.

Any other issue affecting the personal well-being of stakeholders.

6. Grievance Redressal Mechanism

6.1. Informal Resolution

- Step 1: The complainant should first attempt to resolve the grievance informally by discussing the issue with the person(s) involved.
- Step 2: If the grievance is not resolved informally, the complainant may approach the concerned Head of Department (HoD) or administrative officer for resolution.

6.2. Formal Resolution

- Step 1: Submission of Grievance
 - If the grievance is not resolved informally, the complainant may submit a written grievance to the Grievance Redressal Committee (GRC).
 - The written grievance should include the complainant's name, contact details, nature of the grievance, relevant facts, and any supporting documents.
- Step 2: Acknowledgment
 - Upon receipt of the grievance, the GRC will acknowledge the complaint in writing within 3 working days.
- Step 3: Preliminary Review
 - The GRC will conduct a preliminary review of the grievance to determine its validity and the appropriate course of action.
 - If the grievance is found to be frivolous or outside the scope of this policy, the complainant will be notified in writing.
- Step 4: Investigation
 - If the grievance is found to be valid, the GRC will initiate a thorough investigation.
 - The investigation will include interviews with the complainant, respondent(s), and any witnesses, as well as a review of relevant documents.
- Step 5: Resolution
 - Based on the findings of the investigation, the GRC will make a decision on the resolution of the grievance.
 - The resolution may include corrective actions, disciplinary measures, or recommendations for systemic improvements.
- Step 6: Communication
 - The GRC will communicate the decision and resolution to the complainant and respondent(s) in writing.
 - The decision of the GRC will be final and binding.

7. Grievance Redressal Committee (GRC)

7.1. Composition

The Grievance Redressal Committee will consist of the following members:

Chairperson: A senior faculty member or administrator appointed by the Principal.

Members:

One faculty representative.

One administrative staff representative.

One student representative (for student grievances).

One external member (optional, for impartiality).

7.2. Tenure

The members of the GRC will serve for a term of two years, after which new members will be appointed.

7.3. Responsibilities

- To receive, review, and address grievances submitted by stakeholders.
- To conduct fair and impartial investigations into grievances.
- To ensure confidentiality and protection of all parties involved.
- To recommend corrective actions and systemic improvements based on grievance findings.
- To maintain records of all grievances and resolutions.

8. Confidentiality

The GRC will ensure that all grievances are handled with the utmost confidentiality. Information related to the grievance will only be disclosed to individuals directly involved in the resolution process. Any breach of confidentiality will be subject to disciplinary action.

9. Protection Against Retaliation

Retaliation against any individual who lodges a grievance or participates in the grievance resolution process is strictly prohibited. Any act of retaliation will be subject to disciplinary action.

10. Timelines

- Acknowledgment of Grievance: Within 3 working days of receipt.
- Preliminary Review: Within 7 working days of receipt.
- Investigation: To be completed within 30 working days of receipt.
- Resolution and Communication: Within 45 working days of receipt.

11. Appeal Process

- If the complainant is dissatisfied with the resolution provided by the GRC, they may appeal to the Principal within 10 working days of receiving the decision.
- The Principal will review the appeal and may uphold, modify, or overturn the GRC's decision.
- The decision of the Principal will be final and binding.

12. Record Keeping

The GRC will maintain comprehensive records of all grievances, investigations, and resolutions. These records will be kept for a minimum of five years and will be used for analysis and improvement of the grievance redressal process.

13. Training and Awareness

- The college will conduct regular training sessions and workshops to educate stakeholders about the grievance redressal process.
- Information about the grievance redressal policy and procedure will be made available on the college website and in the student and employee handbooks.

14. Monitoring and Review

- The effectiveness of the grievance redressal policy will be monitored regularly by the GRC.
- The policy will be reviewed annually to ensure its relevance and effectiveness.
- Feedback from stakeholders will be solicited and considered during the review process.

15. Conclusion

Amar Shaheed Kanchan Singh Autonomous P.G. College, Shivpuri Fatehpur, is dedicated to maintaining a respectful and inclusive environment for all its stakeholders. The Grievance Redressal Policy is a testament to the college's commitment to justice, fairness, and transparency. By adhering to this policy, the college aims to foster a positive and supportive atmosphere where every stakeholder's voice is heard, and their concerns are addressed promptly and effectively.

Approved By



Principal