



**SRI KRISHNA ARTS AND SCIENCE COLLEGE  
KUNNIAMUTHUR, COIMBATORE-641008**



## **GRIEVANCE REDRESSAL COMMITTEE POLICY**

### **1. PREAMBLE**

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her grievance in writing or send through e-mail on "[principal@skasc.ac.in](mailto:principal@skasc.ac.in)".

### **2. OBJECTIVES**

- To confirm a fair, impartial and consistent mechanism for Redressal of varied issues faced by the stakeholders;
- To support the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To grow a responsive and liable attitude among the stakeholders, thereby maintaining a harmonious environment in the campus;
- To ensure that grievances are resolved punctually, impartially and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor ill-treated;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a malicious manner towards any of them for any reason.

### **3. DEFINITION**

**Grievance:** A grievance may be a formal complaint that is raised by any stakeholder towards any discomfort within the workplace. There are many reasons on why a grievance can be raised, and also many ways to go about dealing with such a scenario. It includes any quite dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with institution that a student or parent or staffer thinks, believes, or maybe feels, is unfair, unjust or inequitable.

### **4. GRIEVANCES REDRESSAL COMMITTEE**

A Vigorous committee handles the function of resolving of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at [principal@skasc.ac.in](mailto:principal@skasc.ac.in) or in person, and put its best efforts in order to arrive at an amicable solution swiftly.

#### **4.1. Functions of the Committee**

- To provide with proper support to stakeholders to express their grievances freely and frankly without any fear of being ill-treated;
- To ensure that there is no retaliation of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- To evaluate the merits of grievances and conduct formal hearings and investigation as the case maybe
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

#### **4.2. Procedure for filing the formal complaint/grievance**

- Any stakeholder may lodge a grievance.
- Complaint should be made to Grievance Redressal Committee.
- Complaint may be oral, by email (at [principal@skasc.ac.in](mailto:principal@skasc.ac.in)) or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
- Upon receipt of complaint by any member of GRC, the member should forward it to [principal@skasc.ac.in](mailto:principal@skasc.ac.in)

#### **4.3. Procedure for filing a complaint/grievance without revealing identity**

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library or through mail.

#### **4.4. Process for addressing the Grievance**

Upon receipt of complaint, the Chairperson of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.

- a. Based on the nature of the complaint and severity of its possible impact, the Chairperson may address the issue directly with the help of the concerned department or the Chairperson may also call for a meeting of the GRC. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
- b. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
- c. The Chairperson of the Committee will communicate the decisions to the concerned parties/departments.

## 5. STANDARD OPERATING PROCEDURE(SOP)

Any student or parents or staff member or alumni or public wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell.

If, the grievance is against the respective Head of department/office, then the grievant may directly submit his/her grievance in writing via email at [principal@skasc.ac.in](mailto:principal@skasc.ac.in) or submit in person at the Grievance Redressal Cell.

**FORWARDING:** Upon receipt of grievance the Grievance Redressal Cell shall categorize, analyze the merits of the grievance, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

**FOLLOW UP & MONITORING:** Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

**INVESTIGATION:** To investigate (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the Grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

**CLOSURE OF COMPLAINT:** The complaint shall be considered as disposed off and closed when:

- a. The grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within four weeks from the date of receipt of information on resolution

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

**6. Confidentiality:** SKASC shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties' involved. However, disclosures may be required for the purpose of fact- finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.