



GRIEVANCE REDRESSAL CELL

Policy Document

Introduction

Harivandana College is committed to providing a fair, accessible, and respectful environment for all students, faculty, and staff. The Grievance Redressal Cell (GRC) is established to address concerns and grievances promptly and effectively.

Objectives

The GRC aims to:

- Provide a platform for students, faculty, and staff to voice their concerns.
- Investigate grievances impartially and confidentially.
- Recommend appropriate solutions to resolve grievances.
- Promote a culture of mutual respect and understanding within the college community.

Scope of Grievances

The GRC will address grievances related to, but not limited to:

- Academic issues (grading, faculty conduct, etc.)
- Discrimination and harassment (based on race, religion, gender, caste, etc.)
- Disciplinary actions
- Unfair treatment by any person associated with institute
- Issues related to college facilities and services

Filing a Grievance

- Grievances can be filed in person at the GRC office or online through the college website.
- The complaint form should clearly describe the nature of the grievance, including details of the incident(s), dates, and any relevant witnesses.
- The complainant can choose to remain anonymous. However, providing contact information may facilitate the investigation process.

Grievance Redressal Process

- Upon receiving a grievance, the GRC will acknowledge receipt within 24 hours.
- The GRC may conduct an investigation, which may involve interviews with the complainant, the respondent(s), and witnesses.
- The complainant will be informed of the progress of the investigation at regular intervals.
- The GRC will strive to resolve the grievance within a reasonable timeframe, typically within 30 days.
- The GRC will issue a written decision outlining the findings and any recommended actions.

Appeals Process

If the complainant is not satisfied with the decision of the GRC, they can appeal to the College Principal within 15 days of receiving the decision. The Principal's decision will be final.

Confidentiality

The GRC will maintain the confidentiality of all information related to the grievance to the extent possible. However, there may be situations where confidentiality cannot be guaranteed, such as when the safety or well-being of an individual is at risk, or when legal requirements necessitate disclosure.

Record Keeping

The GRC will maintain records of all grievances filed. These records will be kept confidential and will only be accessed by authorized personnel.

Training and Awareness

The GRC will conduct periodic training sessions for students, faculty, and staff to create awareness about the grievance redressal process and their rights and responsibilities.

Review and Revision

This policy will be reviewed periodically and revised as necessary to ensure its effectiveness.

Effective Date

6 Jun 2023



A handwritten signature in blue ink, appearing to be "P. S.", written over a horizontal line.

Principal
Harivandana College
Rajkot