



# **STANDARD OPERATING PROCEDURES**

# **GRIEVANCE REDRESSAL**

**Dr. N.S.A.M. First Grade College**

**Bangalore-64**

## **STANDARD OPERATING PROCEDURE**

### **GRIEVANCE REDRESSAL CELL**

#### **Introduction:**

Any organization in its functioning will encounter grievances from the employees or stakeholders. A grievance is often defined as a discontent or dissatisfaction that adversely affects organizational relations and productivity. The strength and productivity of any institution lies in the mechanism and procedures used in addressing the grievances. A robust system would as it would enhance the morale and commitment of the stakeholders. The system needs to be special and strong in the case of educational institutions as student community are involved.

Dr. N.S.A.M First Grade College is committed to providing a safe, fair and harmonious working environment and the Grievance Redressal Cell is set up for handling day to day grievances related to students, teaching/non-teaching staff and parents. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving effective procedures and promptness while maintaining necessary confidentiality.

#### **Objectives**

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students; staff -both teaching, non-teaching and parents
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- To create awareness of availability of members for students and faculties to report grievances.
- To monitor and suggest changes to the policy address complaints or grievances of students and staff.

### **Constitution of the Committee:**

The committee would constitute of 5 or 6 members. The generic membership details are as follows

<b>Sl. No.</b>	<b>Designation</b>	<b>Number of members</b>
1.	Presiding Officer (Faculty)	1
2.	Faculty /Office staff	2
3.	Student representative	2
4.	Counselor (if required)	1
	<b>TOTAL</b>	<b>6</b>

### **Schedule of meetings**

- The committee would convene its meeting on a twice a semester.
- The committee shall also convene a meeting at least once in three months to open the complaint box.
- However, the committee would meet and attend to any case as per the need / emergency situations.

### **Responsibilities of the Presiding Officer**

- The Presiding Officer is expected to convene the meetings and set an agenda for the discussion about the complaints received.
- To write and circulate minutes of the meeting.
- The Presiding Officer is responsible in ensuring that all relevant documents are maintained.

### **Procedures to raise a complaint/ grievance:**

1. Any student or staff member who wants to initiate a grievance may first bring the issue to the notice of the Head of the respective department, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.
2. If there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her to the Grievance Redressal Cell.

3. Any aggrieved student or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents.
4. Additionally, for student community (who wish to remain anonymous) there is a complaint box placed in the ground floor. Students can drop their grievance note in the box. This box is placed away from the closed-circuit camera coverage. This box will be opened once in three months.

#### **Responsibilities of the committee and General working Rules:**

- Grievances of students, parents, teaching and non-teaching staff would be considered under this cell.
- The following are the types of grievances that can be accepted from students under the jurisdiction of this cell
  - Academic related issues
  - Extension and extra-curricular activity related
  - Placement and internship
  - Amenities and facilities provided
  - General administration and procedures
- The committee is expected to
  - open the complaint boxes on scheduled dates or open/read the written complaint in the presence of the committee members including the student representatives.
  - provide stakeholders an opportunity for expressing their grievances freely without any preconceived notions.
  - analyze the merits of grievances meticulously
  - ensure speedy disposal of every grievance application - within a maximum period of fifteen days to one month of the receipt of complaint.
- 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 of the complaint.

- After the meeting the Grievance Redressal Committee shall use its best efforts to work out a resolution that is amicable and meaningful for all the involved parties.
- Upon completion of proceedings, the Committee shall communicate the final decision to both parties via email or document, which shall be binding on both the parties
- The complaint shall be considered as disposed of and closed when:
  - the grievant has indicated acceptance of the resolution
  - the grievant has not responded for one week from the date of receipt of information on resolution
- No proxy will be allowed: The aggrieved student or parent or staff member shall have represented his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

**Note:**

The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- Grievances linked to University examination procedures and marks obtained in the same will not be the responsibility of this committee. It would be directed to the designated Liaison officer in the office.
- All grievances and complaints categorized as a case of sexual harassment.
- Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
- Decisions with regard to fee concessions, medals, etc
- Decisions with regard to the recruitment and selection

**Documentation process:**

- A. The committee will have to maintain a register which would have following details (tabular form)

1. Date of receipt of grievance or complaint
  2. Name and address of the complainant (This will not be applicable to anonymous complaints dropped in the complaint box)
  3. Nature of grievance or complaint- A brief description
  4. Name of the Department/section from which the explanation was sought.
  5. Date of meeting to discuss
  6. Action taken with date
  7. Signatures of all parties and cell members.
- B. Any other necessary/ relevant document will also be filed.
- C. File with minutes of meetings
- D. Circulars sent by the committee (if any)
- E. Circulars from IQAC/ Principal/ HOD's (if any)



**PRINCIPAL**

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