

Grievance Redressal Cell Policy

Introduction

This cell addresses all types of grievances, complaints, and malpractices reported by students.

I. Objectives of the Cell

- Ensure a safe, secure, and respectful atmosphere that promotes student success and learning.
- Implement higher education regulations set by PCI, RGPV and UGC in a timely manner.
- Enforce rules and regulations to prevent ragging and harassment within the institute.
- Create a congenial environment that supports gender equality.
- Develop a structured process for addressing student grievances.
- Provide fair and effective solutions to grievances through investigation.

II. How to Raise a Grievance

Stakeholders can raise grievances through the following methods:

- **Through Email:** Submit complaints via mail to principalgry@gmail.com.
- **In-Person Reporting:** If preferred, grievances can be reported directly to the Teacher Guardian or any team member.

Grievance Management Mechanism

- Upon receiving a grievance, the Redressal Committee will review the complaint and initiate discussions with the involved parties within 03 days.
- Initial resolutions may involve discussions leading to warning letters, memos, or other corrective actions.
- Grievances requiring in-depth investigation will be examined by a team of independent members, with findings and recommendations communicated to the concerned individual, and, if necessary, the administration.
- Issues related to women's harassment and ragging will be handled by designated committees following established procedures.

Categories of Grievances

- **Academic Issues:** Related to assessment and attendance.
- **Administrative Concerns:** Scholarships, fee refunds, excess fees, etc.
- **Examination Matters:** Issues concerning the conduction of examinations.
- **Extracurricular Activities:** Related to sports and cultural events.
- **Harassment:** Complaints regarding victimization or discrimination by peers or faculty.

- **Women's Harassment:** Issues related to harassment in the workplace.
- **Disability Concerns:** Challenges faced by persons with disabilities.
- **Other Categories:** Any other grievances not specified above.