

GRIEVANCE REDRESSAL POLICY

Preamble

Shri Vishwa Mitter Sekhri College of Education, Batala is committed to maintaining a robust system for resolving complaints of students and employees in accordance with the University Grants Commission (UGC) Grievance Redressal Regulations, 2018. The initiative aims to address student and staff grievances in a just and equitable way. The college is committed to the welfare of the students, as their welfare is college's priority. The Grievance Redressal Policy detailed below follows the UGC's directives-

Definition of Grievance

Any disquiet or unhappiness, whether voiced or not, legitimate or not, resulting from anything that a student or employee feels is discriminatory, unjust, or inequitable is considered a gripe. Students' complaints are those listed in the UGC Rules as described in clause 1(g) of October, 2018 Gazette Notification No. 14-4/2012 (CPP-II).

Policy Statement

The Grievance Redressal Policy of the college was formulated to expedite the resolution of submitted grievances. The policy's goals include upholding the highest standards of honesty and transparency, resolving student and staff complaints within the parameters of the policy, and fostering a professional and ethical workplace atmosphere.

Objectives

The objectives of Grievance Redressal Policy include developing a process for resolving student and staff grievances; giving those parties access to a private, transparent, cogent, and quick avenue for having their complaints addressed; increasing staff and student awareness of their duties; and establishing a dedicated grievance redressal cell to ensure effective implementation of the policy.

Roles

Grievance Redressal Cell (Staff & Students): The College Principal constitutes a faculty squad to make up the Grievance Redressal Cell. The Cell handles staff

grievances as well as student complaints regarding fees, leave, exams, internal evaluation, curriculum, filing of tasks, workshops, projects, reevaluation, behavior, and other matters pertaining to the teaching and learning process and services offered by the College.

Procedure/Mechanism

Handling of Grievance

There is a proper mechanism for addressing grievances of teachers and students. There is hardly any grievance related to sexual harassment and ragging as the entire college is under CCTV surveillance and security officer (Mr. Gurwail Singh). Moreover, awareness programs are also conducted from time to time in order to sensitize teachers as well as students regarding the security and rights of everyone. The campus is a designated no ragging zone and bulletin boards regarding this are also displayed at several places in the college campus. Students are sensitized that they will not indulge in any sort of ragging activity. There are not such serious complaints but if there is any then it is handled by the committee members. Also, members of Grievance Redressal Cell are available for resolving the complaints of the students. Students are free to lodge their complaints online/offline.

Guidelines regarding Registration of Complaints

Individual complaints from students and staff members are handled in the following manner, subject to the aforementioned provisions:

Staff:

- a. An aggrieved staff member should discuss his/her complaint(s) verbally with the staff secretary or senior staff, who will work to settle the issue(s) if at all feasible.
- b. If the grievance(s) continue, the offended employee should contact the Principal, who will work to find a solution within a week.
- c. If the grievance(s) continue for more than a week, the issue is brought to the College Correspondent who will hear the grievance, find a solution, and communicate the solution to the concerned staff member.

Students:

Students with grievance(s) can report as:

- a. Verbal Grievance (s): In order to settle verbal grievances, students may speak directly with the Principal, the Student Council, Course Coordinator, Semester Incharge or their teachers.
- b. Written Grievance (s): A suggestion box is set up on the counter next to the seminar hall. Students who have complaints can place them in the box. If the written grievance (s) is/are secret, the grievance resolve is made public following the meeting. If a written grievance is named, the Grievance Redressal Cell is informed of the complaint or complaints. A meeting is called, and the student is informed of the decision.
- c. All discussions take place in secret and are kept confidential. All complaints

that are forwarded to the Grievance Redressal Cell have accurate documentation. Maintaining a record of grievances such as copies of complaints is essential for transparency and accountability.

The Grievance Redressal Policy is subject to ongoing review and revision on a frequent basis to take into account unforeseen events that might be important to the teaching-learning process.