

## **GRIEVANCE REDRESSAL POLICY**

**Institution Name:** Shree Geet Law College

**Policy Code:** GRP-03

**Effective From:** 1 July 2025

**Approved By:** PRINCIPAL

**Next Review Due:** One year from the date of approval

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### **1. Preamble**

The Institution is committed to maintaining a fair, transparent, and responsive academic and administrative environment. This Grievance Redressal Policy establishes a structured mechanism for addressing grievances of students, faculty, and staff in a timely and impartial manner.

The policy is framed in alignment with guidelines issued by the University Grants Commission and other applicable statutory provisions.

### **2. Objectives**

1. To provide an accessible and transparent mechanism for grievance redressal.
2. To ensure prompt, impartial, and confidential handling of complaints.
3. To uphold principles of natural justice.
4. To prevent recurrence of grievances through corrective measures.

### **3. Scope**

This policy applies to:

- Students (academic, administrative, hostel, examination-related grievances).
- Teaching staff.
- Non-teaching staff.
- Contractual employees and stakeholders directly associated with the Institution.

Matters related to sexual harassment shall be referred to the Internal Complaints Committee (ICC) under the POSH Policy. Ragging-related complaints shall be addressed under the Anti-Ragging Policy.

### **4. Definition of Grievance**

A grievance refers to any dissatisfaction or complaint relating to academic matters, administrative decisions, unfair treatment, discrimination, service conditions, examination processes, or institutional facilities.

### **5. Grievance Redressal Committee (GRC)**

The Institution shall constitute a Grievance Redressal Committee comprising:

- Principal – Chairperson
- Senior Faculty Members
- Administrative Officer
- Student Representative (where applicable)
- External Member (if required)

The Committee shall function independently and ensure fairness.

## **6. Procedure for Submission of Grievance**

1. Grievances may be submitted in writing, through official email, or via an online grievance portal.
2. The complaint shall include relevant details and supporting documents.
3. Anonymous complaints may be considered if prima facie credible.
4. The grievance must ordinarily be filed within 30 days of occurrence of the issue.

## **7. Redressal Process**

1. Acknowledgment of receipt shall be issued within 7 working days.
2. The Committee shall examine the complaint and may call for written responses or conduct hearings.
3. The inquiry shall ordinarily be completed within 15–30 working days.
4. Recommendations shall be placed before the Competent Authority for final decision.
5. The decision shall be communicated in writing to the concerned parties.

All proceedings shall follow principles of natural justice.

## **8. Appeal Mechanism**

If the complainant is not satisfied with the decision, an appeal may be filed before the Governing Body/Management within 15 days of receipt of the decision. The decision of the appellate authority shall be final.

## **9. Confidentiality**

The Institution shall maintain confidentiality regarding the identity of the complainant and details of the grievance to the extent possible, except where disclosure is necessary for fair inquiry or legal compliance.

## **10. Protection Against Victimization**

No individual shall face retaliation or adverse consequences for filing a genuine grievance or participating in proceedings. Any act of victimization shall attract disciplinary action.

## **11. False or Malicious Complaints**

If a complaint is found to be intentionally false or malicious, appropriate disciplinary action may be initiated in accordance with institutional rules.

## **12. Monitoring and Review**

The Internal Quality Assurance Cell (IQAC) shall review grievance statistics and redressal efficiency annually. Necessary improvements shall be recommended for approval.

### **Declaration:**

The Institution affirms its commitment to a fair and responsive grievance redressal system that ensures accountability, transparency, and justice.

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