



**Loknete Dr. Balasaheb Vikhe Patil (Padma Bhushan Awardee)**

**Pravara Rural Education Society's**

**ARTS, COMMERCE AND SCIENCE COLLEGE, SATRAL**

**Tal. Rahuri, Dist. Ahmednagar (MS) Pin - 413711**

## **GRIEVANCE REDRESSAL POLICY**

**Prepared by**

**Internal Quality Assurance Cell**

## **Grievance Redressal Policy**

### **1. Introduction**

The college is committed to provide a supportive and transparent environment for both students and staff. This policy outlines the procedures and mechanisms in place for addressing grievances effectively and efficiently.

### **2. Objectives**

- To provide a clear and transparent procedure for students and staff to express grievances.
- To ensure that grievances are addressed promptly and impartially.
- To foster a harmonious and conducive academic and working environment.

### **3. Definition of Grievance**

A grievance is defined as any dissatisfaction or feeling of injustice a student or staff member experiences regarding academic, administrative and workplace activities, including but not limited to:

- Academic issues (e.g., evaluation process, teaching quality)
- Administrative issues (e.g., delay in administrative processes)
- Infrastructure and facility issues (e.g., library, classrooms, staff room)
- Harassment or discrimination
- Workplace issues (e.g., working conditions, interpersonal conflicts)

### **4. Grievance Redressal Committee**

A Grievance Redressal Committee (GRC) shall be constituted to address grievances. The committee will consist of:

- Principal (Chairperson)
- Vice-Principal
- Head of Departments (HODs)
- Faculty Representatives

### **5. Procedure for Filing Grievances**

#### **5.1 Informal Resolution**

Students and staff are encouraged to resolve issues informally by discussing them directly with the concerned faculty, administrative staff or supervisor.

#### **5.2 Formal Resolution**

If the grievance is not resolved informally, students and staff can file a formal grievance by following these steps:

##### **1. Written Complaint:**

Submit a written complaint to the GRC. The complaint should include the individual's details, a description of the grievance and any relevant evidence.

**2. Acknowledgment:**

The GRC will acknowledge the complaint within three working days.

**3. Investigation:**

The GRC will investigate the grievance thoroughly, involving relevant parties as necessary.

**4. Resolution:**

The GRC will provide a written response within 15 working days, detailing the findings and the proposed resolution.

**6. Appeal Process**

If the individual is not satisfied with the resolution provided by the GRC, they may appeal to the Principal. The appeal must be submitted in writing within 10 working days of receiving the GRC's decision. The Principal will review the appeal and provide a final decision within 15 working days.

**8. Confidentiality**

All grievances and related proceedings will be treated with strict confidentiality to protect the privacy of all parties involved.

**9. Non-Retaliation**

No student or staff member shall face retaliation for filing a grievance in good faith. Any act of retaliation will be subject to disciplinary action.

**10. Communication of Policy**

This policy will be communicated to all students and staff through:

- College website
- Notice boards
- Orientation programs

**11. Review and Amendment**

The GRC shall periodically review this policy as needed and propose any necessary amendments to maintain its effectiveness.

Date: 15/06/2018

Place: Satral



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