



SUNDARBAN HAZI DESARAT COLLEGE

Grievance Redressal Policy

Sarve bhavantu sukhina sarve santu niramaya/

Sarve bhadrani pashyantu ma kashchit dukhbhave bhavate

(May all be happy, may all be healthy, may all see/experience auspiciousness, and may no one be suppressed/overwhelmed by grief or complaint)

Brihadaranyaka Upanishad

Objective:

To establish a transparent, fair, and effective mechanism for addressing grievances of students, faculty, and staff, and to ensure prompt resolution to maintain a harmonious, ethical and healthy academic and administrative environment.

Scope:

This policy applies to all students, faculty, staff, and stakeholders associated Sundarban Hazi Desarat College.

Definitions:

Grievance: Any complaint or dissatisfaction arising out of decisions or actions/inactions by the college administration, faculty, or staff.

Grievance Redressal Committee (GRC): The College forms a Grievance Redressal Committee (GRC) each year at the beginning of every academic session in July. The GRC comprises the following members: Principal, Chairman, one senior faculty (male), another faculty (female), IQAC Coordinator, one student representative, one member of ministerial staff.

Tam Mandal

Principal
Sundarban Hazi Desarat College
Pathankhali, South 24 Parganas

Procedure:

1. Submission of Grievance:

Grievances should be submitted in writing to the GRC within 8 days from the date of occurrence. The grievance should include details like the nature of the grievance, date, time, and any supporting documents.

2. Preliminary Review:

The GRC will conduct a preliminary review of the grievance to determine its validity. If the grievance is found to be frivolous or vexatious, it may be dismissed at this stage with a cautionary note that such misleading and false grievance would incur penal action if repeated.

3. Investigation:

Valid grievances will be investigated thoroughly by the GRC. The GRC may call for additional information or meet with the concerned parties to gather facts.

4. Resolution:

Based on the findings of the investigation, the GRC will propose a resolution. The resolution may include corrective actions, punishments, recommendations, or any other appropriate measures.

5. Communication:

The GRC will communicate the resolution to the aggrieved party within 8 days from the date of receipt of the grievance. If the resolution is not acceptable to the aggrieved party, they may appeal to a higher authority or escalate the matter further.

6. Confidentiality:

All grievances and the identity of the complainant will be kept confidential to the extent possible while ensuring a fair investigation.

7. Record Keeping:

The GRC shall maintain records of all grievances received, actions taken, and resolutions provided for future reference and improvement.

8. Review and Amendments:

This policy shall be reviewed periodically to ensure its effectiveness and may be amended as deemed necessary by the college administration.

This undersigned pledges to maintain and adhere to all clauses of this policy, adopted on 6th day of September, 2018.

Taem Mandal
6/09/2018

Principal
Sunderban Hazi Desarat College
Pathankhali, South 24 Parganas