



Grievance Redressal Policy



Purpose

The Grievance Redressal Policy enables employees to raise issues that they are unhappy about at work and to ensure they are quickly resolved.

Process

Raising Grievances Informally:

Most grievances can be resolved quickly and informally through discussion with any colleague concerned. Communicate informally with their direct Reporting manager or Director. Manager/Director can resolve it by discussing the matter and resolving between them. If this does not resolve the issue, you should follow the formal procedure below.

Formal Written Grievances:

- An aggrieved employee shall present his / her complaint in writing to Campus Manager.
- The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved.
- Campus Manager will acknowledge with the complaint by raising ticket number.
- Grievance Redressal Committee (GRC) to meet within 5 working days of receipt of complaint. Conduct fair and impartial enquiry. GRC to verify material evidences/personal witness
- After enquiry, Chairperson of GRC in consultation with GRC members prepares and initiate suitable measures for redressal of grievance considering the nature, magnitude and jurisdiction of the issue
- Communicate to the complainant about action taken on complaint
- The grievance committee will include Managing Director, Director, Dean and Registrar.

Documentation:

1. Complaint copy
2. Material evidence
3. Minutes of the meeting
4. GRC report (action taken report)
5. Communication to the aggrieved

