

## GRIEVANCE REDRESSAL COMMITTEE :

### a) Staff Grievance-Redressal Committee

#### Composition

1. Secretary
2. Principal
3. Vice-Principals
4. Teaching Staff Secretary – Shift I
5. Teaching Staff Secretary – Shift II
6. Non-Teaching Staff Secretary – Shift I
7. Non-Teaching Staff Secretary – Shift II

#### Term

Three years

#### Meeting

Once in a Semester or when needed.

### b) Students' Grievance-Redressal Committee

#### Composition

1. Secretary
2. Principal
3. Vice-Principals
4. Controller of Examinations
5. Dean of Shift I
6. Dean of Shift II
7. Physical Directress
8. Office Superintendent
9. Head of the Department concerned
10. Staff concerned

#### Term

The members will remain as long as they hold the respective office.

#### Meetings

Twice in a year and as often as the occasion demands.

#### Functions

1. Ensure a fair, impartial and consistent way for redressal of various issues faced.
2. Elicit information from different quarters concerning common dissatisfaction, and cause for the same.
3. Check the suggestions/grievances box periodically.
4. Scrutinize, investigate, discuss and resolve all complaints and grievances of the students.
5. Uphold the dignity of the College by promoting cordial Student-Student relationship, Student-teacher relationship, and teacher-teacher relationship.
6. Develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the College campus.
7. Maintain the Minutes of the meetings and submit the copy of the same to the Principal.
8. Maintain a general record of the grievances received/reported/referred/resolved.
9. Assist the Management in issues amicably setting.
10. Regulate and enforce discipline among the students of the College.
11. Ensure stakeholders to respect the rights and dignity of one another.
12. Act as a liaison officer between management and staff, staff and students, etc.
13. Ensure that grievances are resolved with complete confidentiality.

#### **Guidelines for Grievance Redressal**

1. The grievant has to submit the grievance in writing to the Secretary, Principal or Grievance Cell. Grievance can also be submitted by e-mail using [grievance@auxiliumcollege.edu.in](mailto:grievance@auxiliumcollege.edu.in)
2. Grievance shall be considered at the earliest, but in any case, within a week.
3. The Cell shall hear the concerns of all parties involved.
4. Complainants and Respondents shall be present in person before the Cell for all hearings.
5. The Cell shall be committed to maintain the confidentiality of information throughout the process.
6. Grievance with legal complexity like sexual harassment/misconduct or of other criminal nature shall be dealt with after taking advice from appropriate legal consultants/authorities.
7. The Grievance Cell shall find the facts and evolve a solution which is submitted to the Principal/Secretary for further action.