

<b>Document</b>	<b>Policy and Procedures Compendium</b>
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<b>Date of Revision</b>	
<b>Title</b>	<b>GRIEVANCE REDRESSAL POLICY</b>
<b>Approved by</b>	<b>Maharani Lakshmi Ammanni College Trust (Regd.)</b>

## GRIEVANCE REDRESSAL POLICY

### INTRODUCTION

Maharani Lakshmi Ammanni College for Women is an autonomous college with the motto 'Sheelam Parama Bhushanam' that translates as 'Character is the highest virtue'. Education provided in an environment which is healthy and harmonious will develop strength of character among learners and have a long lasting positive impact on the society. To ensure such an environment at mLAC, timely redressal of stakeholder grievances becomes a prerequisite. It is in this context that the college has formulated a Grievance Redressal Policy.

### OBJECTIVES

- To provide a fair, just and secure environment to all stakeholders
- To promote the values of integrity, inclusivity and discipline across the college
- To enable fair and timely redressal of grievances
- To facilitate a conducive teaching-learning environment

### SCOPE

Grievance includes complaints received in the following areas:

- Academic matters
- Financial concerns
- Administrative processes
- Harassment issues (excluding issues related to sexual harassment redressed by ICC)

### CONSTITUTION OF THE GRIEVANCE REDRESSAL COMMITTEE

- a) Principal of the college – Chairperson
- b) Three senior members of the teaching faculty to be nominated by the Principal – Members
- c) Two senior members of the non-teaching staff to be nominated by the Principal - Members
- d) A student representative (for redressal of student grievances) nominated by the Principal based on academic merit / excellence in sports / performance in curricular activities

## **TERM**

Term of members nominated to Grievance Redressal Committee shall be two years.

## **GRIEVANCE REDRESSAL PROCEDURE:**

### **A. For students**

- Step 1: Complaint must be made in writing and submitted to the mentor / class teacher
- Step 2: Within 3 working days the complaint must be addressed with utmost confidentiality by the mentor / class teacher
- Step 3: If the grievance is not redressed to the satisfaction of the complainant, the matter may be escalated to the Head of the Department.
- Step 4: Within 5 working days, the HoD must resolve the issue to the satisfaction of the complainant
- Step 5: If the grievance is not resolved within the stipulated time by the HoD, the complaint may be registered with the Grievance Redressal Committee.
- Step 6: Within 15 working days of receiving the complaint, the Grievance Redressal Committee may constitute an enquiry to resolve the matter.
- Step 7: The Grievance Redressal Committee must send its report with recommendations, if any, to the Managing Trustee of the college and a copy thereof to the aggrieved student within 7 working days of conclusion of the enquiry.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels.

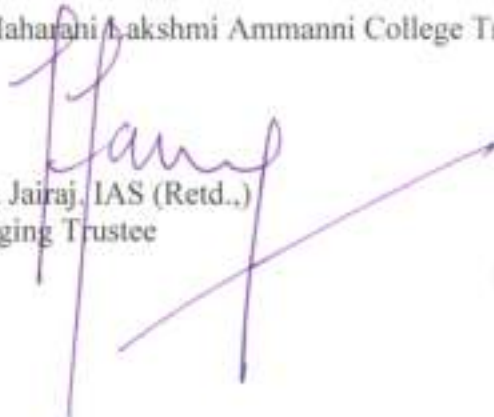
### **B. For employees**

- Step 1: Grievance must be registered in writing and submitted to Grievance Redressal Committee by the complainant
- Step 2: Within 5 working days the Grievance Redressal Committee must meet to assess the nature of the grievance and the procedure to be adopted
- Step 3: Within 15 working days of having received the complaint, the Grievance Redressal Committee may constitute an enquiry to resolve the matter.
- Step 4: The Grievance Redressal Committee must send its report with recommendations, if any, to the Managing Trustee of the college and a copy thereof to the aggrieved student within 7 working days of conclusion of the enquiry.
- Step 5: If the grievance is not redressed by the Grievance Redressal Committee to the satisfaction of the complainant, the matter may be escalated to the Managing Trustee for further action.

The Managing Trustee may address the issue within a period of four to six weeks of the receipt of the complaint. The decision of the Managing Trustee shall be final and binding and there shall be no further appeal in the matter.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels.

For Maharani Lakshmi Ammanni College Trust (Regd.)



Sri. K. Jairaj, IAS (Retd.)  
Managing Trustee