



R. R. INSTITUTIONS

Chikkabanavara, Bengaluru-560090

QUALITY ASSURANCE CELL (QAC)

GRIEVANCE REDRESSAL COMMITTEE

GR 01: INTRODUCTION

The Grievance Redressal Committee is set up for the Redressal of the problems reported by the Students / Faculties of the College about issues with regard to Academic, Financial or Other Matters excluding Ragging and Sexual Harassment. This Committee is constituted to realize the primary needs of the Students / Faculties and staff and secure civil liberties for everybody.

GR 02: DEFINITION OF GRIEVANCE

A grievance is defined as an allegation that one or more of the following has occurred: There has been a violation, misinterpretation, or arbitrary application of written College rule, policy, regulation, or procedure which applies personally to the faculty member notwithstanding that it may apply to others within or without the grieving's unit, relating to the privileges, responsibilities, or terms and conditions of employment as a member of the faculty.

GR 03: OBJECTIVES

- To uphold the dignity of the College by promoting cordial Student-Student relationship and Student-teacher relationship
- To encourage the Students / Faculties to express their grievances / problems freely and frankly, without any fear of being victimized
- To provide Complaint box (with lock) to each block of the college, to the staff, mess and both boys and girls hostel, so that the Students / Faculties, wishing to remain secret, put in writing their grievances and their suggestions for improving the Academics / Administration in the College - in the Complaint box
- To advise Students / Faculties of the College to respect right and dignity of each other and show patience whenever any occasion of rift arises
- To advise all the Students / Faculties to refrain from inciting Students / Faculties against other Students / Faculties, teachers and College administration
- To advise all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason

GR 04: FUNCTIONS OF GRIEVANCE COMMITTEE

The function of the committee is to look into the complaints lodged by any Student / Faculty, and judge its merit. The Committee is also empowered to look into matters of harassment:

- The cases are attended promptly on receipt of written grievances from the students / faculties
- Examine and enquire the student(s) and staff involved in malpractice
- The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities
- The Committee will assure that the grievance has been properly solved in a stipulated time limit provided
- The Committee decides the punishment depending upon the gravity of the offence can appeal to the director

GR 05: POWERS OF COMMITTEE IN HANDLING A GRIEVANCE

The student co-coordinators and staff co-coordinators of this committee act as facilitators to communicate and sort out the grievance at the department level

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students / faculties
- The committee will meet at least once in a month to resolve the grievances
- A registry to register the complaint is established and kept in the Principal office under the supervision, and all grievances referred to this committee shall be entered in a register, by designated member
- All complaint should be resolved within 7 working days by looking into its seriousness and by two way approach
- To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances
- The number of grievance settled or pending will be reported to the principal /director every month
- Any staff or student may report directly to the principal/director for resolving their grievance if he/she is dissatisfied by the committee
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance, immediate action is being taken by the College Management

GR 06: TYPES OF GRIEVANCES AND TIMELINES

Types of the grievances considered by the committee	Approximate time required to solve the grievance after received
Academic Matters: Grades, Testing, Class Content, Assignments	7 days
Admissions/Late Withdrawal	7 days
Fee Payments or Refunds	15 days
Financial Aid	15 days
Academic or Progress Dismissal	15 days
Registration	7 days
Residency Determination	7 days
Security and Parking	3 days
Student Records	3 days
Time, Place and Manner	3 days
Waiver of Academic Requirements	15 days

GR 07: GRIEVANCE PROCEDURES

Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of Committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box. Grievances may also be sent through e-mail to the Co-coordinator.

GR 08: PROCEDURE FOR FILING A GRIEVANCE

- A member files a grievance by giving in writing
- The grievant may submit any relevant evidence/attachments that the grievant would like to be considered by the Committee as well as a list of additional sources of information, including persons with knowledge
- The grievant may also request that the Committee gather any additional relevant evidence

that the grievant believes exists and that is not in the grieving's possession or to which the grievant does not have access

GR 09: PROCEDURE FOR PROCESSING A GRIEVANCE

- An aggrieved Student / Faculties or Parent may appear in person to present his/her case on receipt of the Compliant, the staff in-charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee"
- Early in the process, the Committee may hold one face-to-face meeting simultaneously with both the grievant and the person against whom the grievance is directed and gains a greater understanding of the issues
- The Committee is requested to Contribute effectively to dispose the grievances at the earliest
- Both the grievant and the respondent have the right to consult with an attorney of their choice, but that attorney may not be present at any meetings with the Committee.
- The Committee will investigate, gather evidence, meet individually or jointly with either or both parties, as well as other relevant individuals. There shall be no formal hearing in this process
- Based on its own investigation, the Committee may collect evidence that it deems as having relevance and centrality to the grieved matters
- All employees must be truthful in providing testimony to the Committee and all non-testimonial evidence must be genuine and accurate. False testimony, fraudulent evidence, refusal to cooperate with the Committee and breaches of confidentiality may be the basis for disciplinary action against the uncooperative individual
- The grievant(s) and respondent(s) shall be promptly provided with a copy of all evidence collected by the Committee, or in the case of materials deemed confidential by the Committee, a summary of this evidence
- Prior to rendering its findings, the Committee will inform the parties in writing of their tentative findings and the basis for these findings, including documents collected and information received orally
- In case of any false/frivolous Complaint, The Principal may order appropriate action against Complaint

GR 10: GRIEVANT'S ACCEPTANCE OF THE FINAL DECISION

- Once a decision is final, the grievant has 15 calendar days to provide written acceptance or non-acceptance of the decision and any recommended remedies
- The grievant uses the Grievance Acceptance Form to file a response to the final decision.
- If the grievant fails to provide a written acceptance of the final decision or submits a Grievance
- Acceptance Form that rejects the final decision, the grievant suffers the loss of all remedies favourable to the grievant

GR 11: CONFIDENTIALITY OF GRIEVANCE REDRESSAL COMMITTEE

All parties involved (grievant, respondent, GRIEVANCE COMMITTEE and OC) must agree to maintain strict confidentiality regarding any substantive information concerning grievances including but not limited to supporting materials, specific findings, and identifying information about any participant. The substance of the cases shall not be discussed at any time, before or after a final decision is made

GR 12: EXLCUSIONS FOR GRIEVANCE REDRESSAL COMMITTEE

The Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other
- Administrative or Academic Committees constituted by the institute
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the College with regard to disciplinary matters and misconduct
- Decisions of the College about admissions in any courses offered by the Institute
- Decisions by competent authority on assessment and examination result

GR 13: MEMBERS OF THE COMMITTEE (enclosed)