



St. Ann's college for women

(Autonomous), Affiliated to Osmania University
Accredited by NACC with A+Grade (3rd cycle), CPE by UGC

ISO 9001:2015 and ISO 14001:2015

Mehdipatnam, Hyderabad

GRIEVANCE REDRESSAL POLICY





Grievance Redressal Policy-Staff

Preamble

St Ann's College Grievance Redressal Cell was established to provide a mechanism for redressal of staff grievances. The function of the cell is to look into the complaints lodged by any staff member(both teaching and nonteaching), and judge its merit. the College has established an Grievance Redressal Cell, to provide a mechanism for redressal of grievances and ensure the transparency in administration, and prevention of unfair practices.

The function of the cell is to look into the complaints lodged by any staff , and judge its merit. Anyone with a genuine grievance may approach the department Head in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the Dean Administration.

1.0 Objectives

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the staff members;
- To develop a responsive and accountable attitude among the staff members, thereby maintaining a harmonious atmosphere in the campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
- To advise the staff members to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.



2.0 Grievance Redressal committee (GRC)

A Grievance Redressal committee will be constituted to resolve the grievances. The committee will consider only formal grievances, received via email in or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee will consists of the following members

Chairperson:

- Principal of the institution
- Dean Administration
- Director PG departments
- Senior Staff members 1-2

3.0 Scope

- The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff of the College raised individually by the concerned aggrieved employee of the college.
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee.
- After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.
- Grievances may be related to the following matters
 1. Interpersonal differences on professional matters
 2. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma, experience certificate, relieving order or any other award or other documents deposited for the purpose of seeking appointment in such institution.
 3. Non-payment of salaries/wages and or benefits or any other allowances or dues etc' during service or retirement/resignation, as the case may be
 4. Discrepancies between their wages and /or benefits and other members of staff in similar roles/experience
 5. Termination without giving any reason or notice or memorandum

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6. Non-payment of gratuity amount as per prevailing Govt. rules in force on resignation/retirement; and
7. Any other liability which is directly connected with their service and causing financial loss any harm or trauma

A complaint from an aggrieved faculty/staff member relating to the institution shall be addressed to the chairperson, Grievance Redressal Committee.

4.0 Roles and responsibilities of the Committee

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To analyse the merits of grievances and conduct formal hearings and investigation as the case maybe
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policyguidelines;
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievanceapplication;
- To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application

5.0 Plans, Process and Procedure

Procedure for filing the formal complaint/grievance

1. Any staff member may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email or in writing..
 - a) **Open Door/ Oral:** Staff members may drop in the Concerned Dean's room and talk informally over their grievance. They may even present the grievance through the official contact numbers of the concerned officer(s).

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- b) If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible
 - c) **Suggestion/ Drop Boxes:** staff can drop their complaints in the drop box / suggestion box kept near principal's office.
 - d) **E-mails:** Through separate e-mails to HoDs, Deans, or to an email created for grievances purpose grievances
4. Upon receipt of complaint by any member of GRC, the member should forward it to centralised email

STANDARD OPERATING PROCEDURE (SOP)

- Any staff member who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.
- If, there is no response within the stipulated time from the respective department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal Cell.
- If, the grievance is against the respective Head of department/office, then the grievant may directly submit his/her grievance in writing via email at grievanceredressal@ or submit in person at the Grievance Redressal Cell/ to the Dean Administration.

6.0 Process for addressing the Grievance

1. Upon receipt of complaint, the Chairperson of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.

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2. At this stage, based on the nature of the complaint and severity of its possible impact, the Chairperson may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:

a. Option 1 which can be exercised on matters that could be more routine operation:

- i. The Chairperson of the Committee may address the issue directly with the help of the concerned department.
- ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
- iii. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.

b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:

- i. The Chairperson may also call for a meeting of the GRC. ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
- ii. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
- iii. The GRC will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the management.
- iv. The GRC will maintain an updated record of all complaints, actions taken and closure status.

7.0 Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Appeal Committee for GRC for a reconsideration and review within 15 working days.
2. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.


PRINCIPAL

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