

GRIEVANCE REDRESSAL POLICY

Preamble

The Khalsa College of Education, G.T. Road, Amritsar shall have a system to resolve complaints of students and employees in line with the University Grants Commission (UGC) Grievance Redressal Regulations 2012. With the aim of resolving student and staff complaints in a just and equitable way, the college's policy for grievance redressal is detailed below in accordance with the UGC directive. The college is committed to the welfare of the students, as their welfare is college's priority.

Definition of Grievance

Any disquiet or unhappiness, whether voiced or not, legitimate or not, resulting from anything that a student or employee feels is discriminatory, unjust, or inequitable is considered a gripe. Students' complaints are those listed in the UGC Rules as described in clause 2(f) of the December 2012 Gazette Notification No. 14-4/2012 (CPP-II).

Policy Statement

The Grievance Redressal Policy of the college was developed to expedite the resolution of submitted grievances. The policy's goals include upholding the highest standards of honesty and transparency, resolving student and staff complaints within the parameters of the policy, and fostering a professional and ethical workplace atmosphere.

Objectives

The Grievance Redressal Policy's goals include, but are not limited to: developing a process for resolving student and staff grievances; giving those parties access to a private, transparent, cogent, and quick avenue for having their complaints addressed; increasing staff and student awareness of their duties; and creating a grievance redressal cell to oversee the policy's implementation.


Roles

Grievance Redressal Committee (Staff & Students): The Principal constitutes a three-person senior faculty squad to make up the Grievance Redressal Committee. The Committee handles staff grievances as well as student complaints regarding fees, leave, exams, internal evaluation, curriculum, filing of tasks, workshops, projects, reevaluation, behavior, and other matters pertaining to the teaching and learning process and services offered by the College.

Procedure/Mechanism

Handling of Grievance

There is a proper mechanism for addressing grievances of teachers and students. There is hardly any grievance related to sexual harassment as the entire college is under CCTV surveillance and security officer (Mr. Gurvail Singh). Moreover, awareness programs are also conducted from


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time to time in order to sensitize teachers as well as students regarding the security and rights of everyone. The campus is no ragging zone and bulletin boards regarding this are also displayed at several places in the college campus. Both teachers and students are sensitized that they will not indulge in any sort of ragging activity. There are not such serious complaints but if there is any then it is handled by the committee members. Also, tutors and mentors are available for resolving the complaints of the students. Students are free to lodge their complaints online/offline. Contact numbers of concerned teachers given in the prospectus and there is accessibility of teachers and principal for 24x7.

Guidelines regarding Registration of Complaints

Individual complaints from students and staff members will be handled in the following manner, subject to the aforementioned provisions:

Staff:


- a. An aggrieved staff member should discuss his/her complaint(s) verbally with the staff secretary or senior staff, who will work to settle the issue(s) if at all feasible.
- b. If the grievance(s) continue, the offended employee should contact the Principal, who will work to find a solution within a week.
- c. If the grievance(s) continue for more than a week, the issue is brought to the College Correspondent who will hear the grievance, find a solution, and communicate the solution to the concerned staff member.

Students:

Students with grievance(s) can restore to the following:

- a. Verbal Grievance (s): In order to settle verbal grievances, students may speak with the Principal, the Student Council, Course Coordinator, Semester Incharge or their teachers.
- b. Written Grievance (s): A grievance box is set up on the counter next to the seminar hall. Pupils who have complaints can place them in the box. The Principal deals with the grievance box. If the written grievance (s) is/are secret, the grievance resolve is made public following the meeting. If a written grievance is named, the Grievance and Redressal Committee is informed of the complaint or complaints. A meeting is called, and the pupil is informed of the decision. Should more information or clarifications be required, the Committee may also request that the pupil be present at the meeting.
- c. All discussions take place in secret and are kept confidential. All complaints that are forwarded to the Grievance Redressal Committee have accurate documentation. A record of grievances should be maintained (Eg. Copies of complaints etc.).

The Grievance and Redressal Policy should be reviewed and revised on a frequent basis to take into account unforeseen events that might be important to the teaching-learning process.


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