



Grievance Redressal Policy

The Grievance Redressal Cell at Vivekananda College, Thakurpukur, is committed to maintain a positive educational environment by resolving grievances of both students and staff. Following UGC guidelines (published in the Gazette on 23rd March 2013 and revised in the Gazette 11th April, 2023), the cell ensures a fair and transparent process for addressing concerns promptly. Grievances can be submitted online or through suggestion boxes, and the cell ensures confidentiality throughout the process. The cell, overseen by the Principal, investigates and resolves issues, striving to create a harmonious atmosphere on campus.

Objectives:

- Establish a responsive, accountable, and accessible system for grievance settlement, ensuring college officials address grievances from students and staff with responsibility, accountability, and courtesy.
- Encourage students to express grievances freely and without fear of victimization, ensuring impartial and fair resolutions for both student and staff grievances, while advising staff to show affection and avoid vindictive behaviour towards students.
- Accept written grievances dropped in suggestion boxes or sent via email.
- Support students deprived of entitled services.
- Uphold the dignity of the college by promoting a strife-free atmosphere through positive relationships.
- Deal tactfully with complex situations to alleviate feelings of oppression or dissatisfaction.
- Advise students to respect each other's rights and dignity; to show restraint and patience in conflicts.
- Discourage incitement of students against each other or against staff.
- Look into complaints lodged by any student and assess their merit, including matters of harassment.
- Allow students to approach department members or class in-charge with grievances.
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Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



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- Promptly attend to online or written grievances and act upon those with necessary documentation.
- Ensure timely resolution of grievances.
- Develop a responsible and receptive attitude among stakeholders to maintain a harmonious educational atmosphere.
- Promote transparency, accountability, and fairness in addressing grievances.
- Prevent and resolve conflicts peacefully and constructively.
- Ensure prompt, objective, unbiased, sensitive, and confidential grievance resolution.
- Respect the views of each grievant and respondent and avoid discrimination or victimisation.
- Advise against vindictive behaviour and uphold mutual respect and dignity.

Functions

- Advocate for students, teachers, and staff to express grievances freely without fear of victimization, ensuring the redressal of grievances to solve academic and administrative problems.
- Ensure no reprisal against any participant in the grievance redressal process.
- Protect privacy and ensure strict confidentiality of all parties during investigation.
- Obtain facts objectively and fairly to resolve issues involved.
- Ensure speedy disposal of every grievance application.
- Accept written grievances from students and staff regarding the system.
- Create and implement a mechanism to handle reported grievances.
- Forward findings to management if further action is necessary.
- Listen, record, and scrutinize grievances from staff and students, taking immediate steps as needed.
- Initiate measures to promote understanding of college culture and mission.
- Address issues concerning welfare of non-teaching staff.
- Assist the Principal in matters related to college discipline.
- Represent and forward grievances to relevant sections (e.g., maintenance, academic, amenities).
- Convene periodic meetings to discuss settlement of grievances.
- Follow up on matters until final resolution.
- Coordinate between students and departments/sections to redress grievances.
- Provide guidance to students on resolving their problems.
- The cell reviews all cases and takes appropriate actions in accordance with the policy.

Policy



Richarda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



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- The institution's vision emphasizes upon strong principles and ethics of all stakeholders.
- Student and staff grievances are effectively addressed through an actively functioning grievance redressal mechanism.
- Students with academic grievances may approach the HOD or any senior faculty for informal resolution.
- Students have the freedom to appeal to the College Level Grievance Redressal Cell, which includes the Principal and 4-5 members comprising representatives from teaching and non-teaching staff.
- All students and staff are bound by the college's code of conduct.
- The college recognizes the right of students and staff to express dissent and contest for their legitimate rights.
- Use or possession of narcotics/tobacco/alcohol is subject to severe punishment.
- Offences revealed in CCTV surveillance are liable to punishment.
- Students found in incriminating situations within the campus will be reprimanded and counselled.
- Students violating the code of conduct will be given a fair hearing at the Departmental level and may be suspended or dismissed if deemed necessary.

Procedure

- Complaints can be filed online (<https://forms.gle/MBFmkKPZemFYnFkK8>) ; complaint mail can be sent at grievances.vc@gmail.com or hard copy of redressal forms can be filled out and dropped in complaint boxes.
- Students/staff can lodge complaints in writing or by filling out forms and dropping them in complaint boxes.
- Cases are promptly attended to upon receipt of grievances from staff and students.
- The cell reviews all cases and acts in accordance with the policy.
- Reports regarding attended cases are submitted to the authority by the cell.
- The Grievance Cell acts only on cases forwarded with necessary documents.
- Grievances are resolved within a stipulated time limit by the Grievance Cell.
- Attempting resolution at a lower level is preferable before involving the cell.
- Grievance Redressal forms are available in the office and on the website, or complaints can be directly mailed to the cell.



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63



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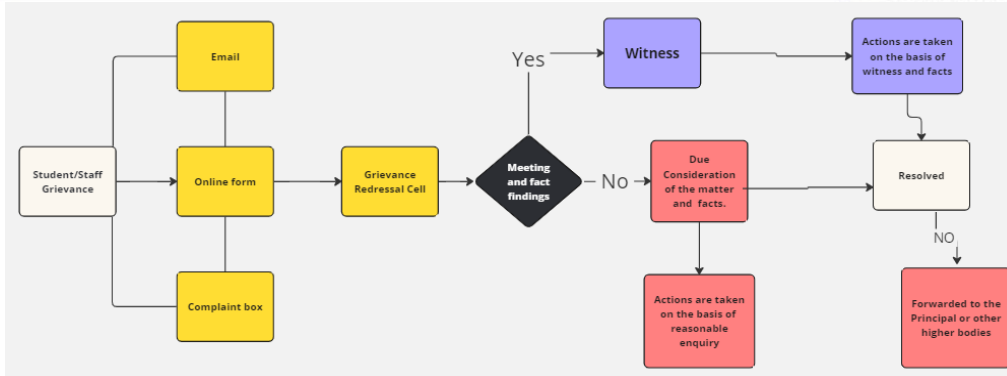


Fig: Grievance Redressal Mechanism

H. Padher
Principal
Vivekananda College
Thakurpukur Kol-63



Richanda
Teacher-in-Charge
VIVEKANANDA COLLEGE
Thakurpukur, Kol-63