



Grievances Redressal Policy & Procedures October 2022

Purpose:

The purpose of this policy is to provide mechanism primarily to the students at MINAMS to raise grievances arising from the educational conditions and environment in general.

The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with policies of the Institute.

Scope:

This Policy applies to: Employees, vendors & students of MINAMS. Those who feel aggrieved with any act of omission or commission of the Institute may also seek remedy under this Policy provided that cause of action has arisen at least 60 days prior to their delinking from the Institute for whatever reason.

The scope of the grievances includes but not limited to the following:

Note:

- i) Delivery of academic programs
- ii) Services offered to or by the MINAMS
- iii) Grievances against members of the Institute or students in terms of bullying, discrimination, violation of conduct, harassment etc.
- iv) Grievances related to academic procedures and administrative procedures like delays etc.
- v) Any other grievance which might have caused material or emotional discomfort to the aggrieved or has infringed upon his rights associated with the Institute as such.

The Institute may also lodge a complaint against any of its employee or student if it feels that its property, dignity or any other lawful right has been infringed by the accused. It will be examined and disposed of in the same manner as contained in this policy.

Mode of execution of the policy:

The Policy shall be executed via a committee known as Grievance Redressal Committee to be notified by the Institute.

Procedure for disposal of complaints:

A high-powered committee handles the function of remedying of grievances. It is guided by the Dean while redressing the grievances. The committee will consider only formal grievances, received via email or in person, and put its best to resolve the issue promptly.

Once notified, the Committee will function as standing committee of the Institute. All students and employees need to be informed about existence of the Committee, its mandate and accessibility procedure.

Upon receipt of a complaint, the Committee must be convened within certain time; not more than 2 working days, will collect evidence; verbal and documentary relevant to the complaint within 07 working days and decide matter within another 2 working days after having received all evidence. Decision of the Committee will be presented to the Dean as its recommendation.

Dean in his wisdom, may approve, remand or disagree with any or all recommendations and take his own decision by giving reasons in writing and in consonance with policies and procedures of the Institute as in vogue.

Composition:

The Grievance Redressal Committee consists of the following members:

Sr.

Designation

Senior most principal of the Institute

2. Director Admin. & Finance

3 One faculty member designated by the Dean

4Admin. Coordinator

Position in Committee

Convenor

Member

Member

Member & Secretary of the
Committee

MODE

Standard Operating Procedure (SOP)

Notification:

1) Any person; students, their parents, vendor or an employee may bring the issue to the notice of the principal of the school concerned the respective department / office via application or an email.

ii) Such complaint will be acknowledged within 2 days of its receipt, further informing that it will be disposed of in accordance to procedures of this policy.

iii) If, the grievance is against the respective principal or any other member of the

Committee, the accused will not sit on the Committee and would be replaced by any other person as deemed appropriate by the Dean.

iv) If the Complaint is against the Dean, recommendations of the Committee would be presented to the Board of Directors through its Secretary.

v) Secretary would keep record of all such complaints received and their respective disposals.

vi) Records concerned shall be destroyed only with approval of the Board and not otherwise.

Closure of complaint:

The complaint shall be considered as disposed of and closed ONLY when:

i) The grievant has indicated acceptance of the resolution

ii) The grievant has not responded within 2 weeks from the date of receipt of information on resolution

Documentation:

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

Appeals:

If, grievant is dissatisfied with the decision/resolution of the Grievance Redressal Committee, the committee's decision.

then he/she can appeal the decision to the Board of Directors within 3 days of the receipt of ! Board shall provide final decision within 15 days of receipt of the appeal, which shall be final.

Decision:

Final outcome of a complain shall be communicated to the person aggrieved through electronic and surface mail at the given address.