

Grievance Redressal Mechanism

Policy Document

Objectives:

1. Addressing complaints
2. Fair resolution
3. Enhancing students morale
4. Compliance with rules and regulations
5. Continuous improvement
6. Building trust
7. Identifying the critical issues
8. Preventing escalation of issues
9. Maintaining transparency

Policy Statement: We encourage all students and employees of the college to utilize the grievance redressing mechanism provided and to engage constructively in resolving issues for the satisfaction of individuals and for the betterment of the academic environment and culture of the college.

Policy and procedures: The following method is used for registering and resolving the grievances:

- **Identification of Grievance:** The first step is to identify the grievance.
- **Registration of Grievance:** Once the grievance is identified, the complainant should formally register it with the designated committee. This is done by filling out a grievance form available in the college office.
- **A timeline to resolve the grievance:** A timeline is set to resolve the grievance.
- **Investigation and analysis:** The registered grievances are then investigated thoroughly to understand their nature, cause, and possible solutions. This might involve gathering relevant information and interviewing relevant persons involved.
- **Resolution attempt:** Now an attempt is made to resolve the grievance through informal means if possible.
- **Formal grievance redressing:** If the grievance is not resolved informally, it will move into the formal grievance resolving process. This means the grievance will be escalated to a higher level of the specialized grievance committee.
- **Decision making:** Based on the findings of the investigating committee and inputs from the relevant parties a decision is made.

- **Communication of decision:** The decision of grievance resolution is communicated to the concerned parties clearly and transparently.
- **Follow-up action:** After the grievance has been resolved, as a follow-up action, it is ensured that the agreed-upon resolution is implemented effectively.
- **Documentation:** All the steps taken during the grievance redressing process are documented for future reference.



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