

## **GRIEVANCE POLICY**

### **1. Purpose:**

The Grievance Committee provides a fair, impartial platform for resolving complaints and conflicts raised by students, faculty, or staff regarding academic, administrative, or personal issues within the medical college.

### **2. Scope:**

The grievances are generally related to:

- Harassment, discrimination, or mistreatment.
- Administrative concerns (e.g., college/ hostel facilities, services).

### **3. Responsibilities:**

- **Receive Complaints:** Head of institution refers the case to chairman grievance committee. Chairman collects and acknowledges all the information about the involved parties.
- **Investigate and Mediate:** Committee under the chairmanship conducts impartial investigations, mediates between conflicting parties, and gather relevant evidence.
- **Recommend Solutions:** Committee proposes corrective actions or resolutions, ensuring fairness and prompt resolution.
- **Confidentiality:** Committee maintains confidentiality throughout the process to protect all parties involved.
- **Monitor and Report:** Committee tracks outcomes and report findings to Head of institute, ensuring proper implementation of solutions.

### **4. Procedures:**

- **Initial Review:** A preliminary review determines the grievance's validity.
- **Investigation:** The committee interviews involved parties, gathers evidence, and mediates as needed.
- **Resolution:** The committee suggests solutions within a set timeframe i.e. within 30 working days.
- **Appeals Process:** Parties may appeal if dissatisfied with the committee's decision to the Head of Institution i.e. Principal NM&DC. The Principal may either refer the decision back to the committee or change it on his own.

## 5. Review and Amendments:

- The grievance policy and TORs can be periodically reviewed to ensure relevance and effectiveness, with amendments approved by college authorities.

