

**SAGAR INSTITUTE OF RESEARCH & TECHNOLOGY,
BHOPAL (MP)**



GRIEVANCES REDRESSAL POLICY

Standard Operating Procedure

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Introduction:

Sagar Institute of Research & Technology, Bhopal, is committed to fostering a conducive environment for learning and personal growth. It has been recognised that grievances, whether academic, administrative, or interpersonal, can arise from time to time and addressing them promptly and effectively is essential for maintaining a harmonious community. With this mindset, we have formulated a comprehensive Grievance Redressal policy to ensure that all stakeholders have a mechanism through which they can voice their concerns and seek resolution.

Our Grievance Redressal Policy is founded on principles of fairness, transparency, and impartiality. It aims to provide a structured approach to addressing grievances while upholding the rights and dignity of all individuals involved. We believe that a robust grievance redressal mechanism is integral to maintaining trust, fostering accountability, and promoting a culture of continuous improvement within our institution.

Objective of Policy:

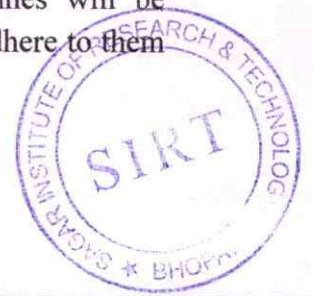
The primary objective of our grievance redressal policy is to provide a systematic framework for addressing grievances in a timely, impartial, and effective manner. Specifically, the policy aims to:

- Provide a channel for individuals to express their grievances in a safe and confidential environment.
- Ensure that grievances are acknowledged, investigated, and resolved in a fair and transparent manner.
- Facilitate communication and dialogue between the aggrieved party and the relevant authorities or stakeholders.
- Continuously evaluate and refine our grievance redressal processes to enhance their efficiency and effectiveness.

Action Plan:

To effectively implement our Grievance Redressal Policy, we have devised the following action plans:

- a) **Awareness and Education:** Regular awareness sessions will be conducted to educate students about the grievance redressal procedures and their rights and responsibilities.
- b) **Accessibility:** Grievance redressal mechanisms, including contact information for designated authorities and complaint submission procedures will be made easily accessible across the campus.
- c) **Timely Response:** Committee will ensure acknowledgment of receipt of grievances promptly and initiate the redressal process without delay. Clear timelines will be maintained at each stage of the grievance resolution process and strive to adhere to them diligently.



d) **Confidentiality and Privacy:** Committee will maintain strict confidentiality and privacy throughout the grievance redressal process to protect the interests and dignity of the parties involved.

e) **Documentation and Monitoring:** Committee will maintain comprehensive records of all grievances received, actions taken, and outcomes achieved. Regular monitoring and review of grievance data will be enabled to identify trends and its systemic addressing to enhance the effectiveness of our redressal mechanisms.

Grievance Redressal Committee

Constitution:

1. Head of the committee will be Deputy Director of the Institute.
2. Members of the committee will be Registrar and All HODs.
3. Concerned tutor guardian will be involved as per requirement.

Frequency of meeting:

Quarterly for reviewing & as per the requirement.

Grievances Redressal Mechanism:

Our Grievance Redressal Mechanism comprises the following steps:

a) **Informal Resolution:** Initially, individuals are encouraged to attempt to resolve their grievances informally by discussing them with the relevant faculty, staff, or departmental authorities.

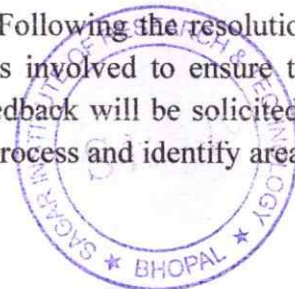
b) **Formal Complaint:** If the grievance remains unresolved or requires formal intervention, individuals may submit a written complaint to the Grievance Redressal Committee (GRC) designated for this purpose.

c) **Investigation and Resolution:** The GRC will conduct a thorough investigation into the complaint, ensuring that all parties involved are given an opportunity to present their perspectives. Based on the findings of the investigation, the GRC will propose appropriate remedies or actions to resolve the grievance.

d) **Appeal Process:** Individuals dissatisfied with the outcome of the initial grievance redressal process may appeal to the higher authorities within the institution for further review and resolution.

e) **Final Decision:** The final decision of the Grievance Redressal Committee will be communicated to the parties involved in writing, along with the rationale for the decision.

f) **Follow-up and Feedback:** Following the resolution of the grievance, the institution will follow up with the parties involved to ensure that the agreed-upon remedies are implemented satisfactorily. Feedback will be solicited from the parties to evaluate their satisfaction with the redressal process and identify areas for improvement.



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