



# Post Graduate Government College, Chandigarh-11

## GRIEVANCE REDRESSAL POLICY



## 1. Aim of the Policy

Post Graduate Government College, Chandigarh-11, has established a comprehensive mechanism for handling student complaints on both academic and non-academic matters for the welfare of students. Our institution creates confident, aware youth by educating students in a calm, encouraging environment. The Grievance Redressal Policy has been duly formulated to help all stakeholders.

## 2. Objectives

- ✚ To ensure that students get prompt solutions to their problems
- ✚ To ensure a harmonious student-faculty relationship
- ✚ To provide a platform for essential communications and bridge the communication gap related to various academic matters
- ✚ To provide a platform for students to express their grievances freely and ensure that it would be handled without biases.
- ✚ To provide conducive and secure environment to all stakeholders.
- ✚ To ensure inclusivity and discipline within the college campus

## 3. Scope

Grievances /complaints received in:

- ✚ Academic
- ✚ Financial
- ✚ Administrative process
- ✚ Harassment issues (excluding issues related to sexual harassment).





## **4. Grievance Redressal Procedure**

### **4.1 For Students**

- ✚ Written complaint is to be submitted to the mentor / class teacher/principal or sent via email to the Principal.
- ✚ Within three working days, the grievance will be forwarded to the Grievance Redressal Committee.
- ✚ Within 15 working days of receiving the complaint, the Grievance Redressal Committee may constitute an enquiry committee to investigate the matter.
- ✚ The Grievance Redressal Committee must send its report with recommendations, if any, to the principal of the college and a copy thereof to the aggrieved student within 7 working days.
- ✚ At every stage, the complaint and the individual or people involved will be given a fair hearing in accordance with the law of natural justice.

### **4.2 For Employees**

- ✚ The complainant must record their grievance in writing and submit it to the Grievance Redressal Committee.
- ✚ Within 5 working days the Grievance Redressal Committee must meet to assess the nature of the grievance and the procedure to be adopted.
- ✚ The committee may establish an inquiry to look into the complaint within 15 working days of receiving it.
- ✚ The Grievance Redressal Committee must send its report with recommendations, if any, to the principal of the college and a copy thereof to the aggrieved employee within 7 working days.





- ✚ If the grievance is not redressed by the Grievance Redressal Committee to the satisfaction of the complainant, the matter may be escalated to the Higher Authorities.
- ✚ The Higher Authority may address the issue within a period of four to six weeks of the receipt of the complaint. The decision of the Higher Authority shall be final and binding and there shall be no further appeal in the matter.
- ✚ At every stage, the complaint and the individual or people involved will be given a fair hearing in accordance with the law of natural justice.





## **DISCLAIMER**

The '**Grievance Redressal Policy**' is not a legal document. It is created solely for reference purpose of stakeholders of Post Graduate Government College, Sector 11, Chandigarh. The college reserves the right to amend the policy as and when required. All efforts have been made to avoid errors and omissions. However, any error or omission made inadvertently would be rectified if brought to the notice of the authorities.

