

Grievance Redressal Cell Policy and Mechanism

1. Introduction:

The Grievance Redressal Cell (GRC) at SAS Institute of Management Studies is committed to providing a fair, transparent, and efficient mechanism for addressing grievances raised by students, faculty, staff, and other stakeholders. This policy document outlines the objectives, structure, and functioning of the GRC.

2. Objectives:

- To provide an accessible platform for individuals to report and seek redressal for their grievances.
- To ensure a timely and impartial resolution of grievances while maintaining confidentiality.
- To foster a positive and supportive environment that promotes open communication and problem-solving.
- To identify systemic issues and recommend appropriate measures to prevent future grievances.
- To comply with regulatory requirements and guidelines related to grievance redressal.

3. Scope: This policy applies to all students, faculty, staff, and stakeholders of SAS Institute of Management Studies. Grievances may include but are not limited to academic matters, administrative issues, discrimination, harassment, and other concerns that affect the well-being and academic pursuits of individuals within the institution.

4. Grievance Redressal Cell (GRC) Structure:

- The GRC will consist of the following members:
 - Chairperson: A senior faculty member appointed by the institution.
 - Members: Representatives from faculty, administrative staff, and student body.
 - External Expert(s): An external expert(s) with relevant expertise may be included if necessary.

5. Roles and Responsibilities:

- Chairperson:
 - Provide leadership and guidance to the GRC.
 - Ensure compliance with the institution's policies and regulatory requirements.
 - Oversee the grievance redressal process and the effective functioning of the GRC.

- Members:
 - Receive and record grievances promptly and confidentially.
 - Conduct thorough investigations by gathering evidence and interviewing relevant parties.
 - Maintain proper documentation of grievances, investigations, and resolutions.
 - Provide guidance and support to grievance complainants throughout the process.
 - Recommend appropriate resolutions or actions to address grievances.
 - Monitor the implementation of resolutions and ensure follow-up, if required.
 - Periodically review and update the GRC policy and mechanism.
- External Expert(s):
 - Provide expert advice and guidance in complex or sensitive grievance cases.
 - Ensure a fair and unbiased assessment of grievances.
 - Contribute to the development and improvement of the grievance redressal mechanism.

6. Grievance Redressal Mechanism:

- Reporting:
 - Grievances can be reported in writing or through an online portal, clearly specifying the nature of the grievance and providing supporting evidence, if available.
 - Complaints should be addressed to the Chairperson or submitted to the designated GRC office.
- Acknowledgment:
 - The GRC will acknowledge receipt of the grievance within a specified timeframe and assign a unique identification number to track the progress.
- Investigation and Resolution:
 - The GRC will initiate a prompt investigation, ensuring confidentiality and impartiality.
 - Depending on the nature of the grievances, the grievance will be solved within 15 days.
 - The investigation will include gathering relevant information, conducting interviews, and collecting evidence.
 - Based on the findings, the GRC will propose resolutions, which may include mediation, counseling, disciplinary actions, policy amendments, or any other appropriate measures.

- The GRC will communicate the resolution to the complainant and other relevant parties involved.
 - Appeal:
 - If dissatisfied with the resolution, the complainant may appeal to the higher authority within the institution.
 - Monitoring and Documentation:
 - The GRC will maintain records of grievances, investigations, and resolutions in a confidential manner.
 - Periodic reports on the activities and outcomes of the GRC will be submitted to the institutional authorities.
7. Awareness and Communication:
- The institution will conduct awareness programs, workshops, and orientation sessions to educate students, faculty, and staff about the GRC and the grievance redressal mechanism.
 - The GRC will maintain a dedicated section on the institution's website with relevant information, contact details, and the procedure for filing grievances.
8. Review and Evaluation:
- The GRC policy and mechanism will be periodically reviewed to assess their effectiveness and make necessary improvements.
 - Feedback from stakeholders will be actively sought to enhance the grievance redressal process.
9. Confidentiality:
- The GRC will ensure the confidentiality of complainants and the information shared during the grievance redressal process, except where disclosure is required by law or for the purpose of investigation.
10. Non-Retaliation:
- The institution prohibits any form of retaliation against individuals who file grievances in good faith. Any such instances will be treated as a separate grievance and dealt with accordingly.
11. Compliance:
- The GRC will comply with all applicable laws, regulations, and guidelines related to grievance redressal.
12. Dissemination:
- This policy and mechanism document will be widely disseminated among students, faculty, staff, and stakeholders through appropriate means, such as the institution's website, notice boards, and orientation programs.