

06

# POLICY ON GRIEVANCE REDRESSAL

## POLICY ON GRIEVANCE REDRESSAL

Montfort College shall be committed to living out its vision and values in maintaining a harmonious and supportive environment conducive to learning and personal development.

### **The Policy Statement**

This policy shall lay down guidelines on handling grievances so that staff and students are not subjected to discrimination, harassment, vilification or victimization.

### **Definitions Grievance**

Grievance shall mean deep concern formally reported by anyone, to a person in authority, in a working environment. A grievance shall constitute of violation of anyone's legitimate entitlement, which could stand in the way of her/his progress or well-being. It shall be the duty of the hierarchy/concerned officials to provide timely remedial action or reasonable response to such a concern/complaint. Grievance shall be against anyone in authority, or on any situation or process adversely affecting any student or any staff member. Nature of grievance shall be academic, administrative or personal.

### **Redress of Grievance (ROG)**

The term shall denote the individual's right to petition a higher authority, in order to obtain remedial action for a wrong doing, unjust act or denial of a legitimate due/privilege concerning her/ him, by any person in authority. It shall seek relief/compensation/satisfaction for a wrong or an injury from any authority or situation within the college.

### **Implementation of the Policy**

The formation of the ROG Cell at Montfort College shall be a measure to ensure responsive and accountable attitude among the hierarchy/concerned officials. The cell shall be constituted to probe into

any grievance and ensure that such complaints are responded to promptly, with minimum stress and maximum protection for all concerned. This cell shall be trained to deal with complex situations in a tactful manner, in order to make the concerned person(s) feel satisfied that they have been heard, justice meted, and the grievance redressed.

### Objectives of the ROG Cell

- To provide a platform where students and staff can project their grave concerns and problems, thereby obviating dire consequences.
- To assist students who perceive they have been deprived of some services/privileges at Montfort College, to which he/she is entitled.
- To make officials at Montfort College responsive, accountable and courteous in dealing with complaints of students and staff.
- To ensure effective solution to the students and staff grievances with a just and impartial approach.
- Give all stakeholders the sense of participation in such problem solving
- Restructure college policies in the light of common grievances

### Functions of the ROG Cell

- To co-ordinate between students/ staff and management to redress the grievances
- To suggest ways and means to the complainant, for redressing his/her problems
- To open the Grievance Box or check the email id specifically devoted to grievances, every week and to address the grievances/ suggestions placed there
- To hold a meeting of the Cell as required, to attend to the problems commonly faced by the students/staff
- To scrutinize grievances so that they can be recorded and redressed; and to communicate the remedial measures and decisions to the Management and the concerned parties in the form of a report.

### Principles in Grievance Handling

The contents of Grievance Box shall be emptied and perused once every week. The ROG Cell handling grievances shall ensure the following principles are upheld: -

1. **Confidentiality** – All parties have an obligation to maintain confidentiality of both process and records. Generally, fairness requires that the respondent knows who has lodged the grievance against him/her.
2. **Impartiality/Procedural Fairness** – The Cell shall implement the policies and procedures of Montfort College and employ principles of openness, honesty and fair dealing throughout their communications, investigations, reporting and record keeping. Both the student/staff

complainant and the respondent (person against whom the grievance is made) shall receive appropriate timely information, support and assistance in resolving the grievance.

3. **Freedom from Unfair Repercussions or Victimization** – Fear of victimization prevents many students/staff from lodging a grievance. The College shall take all necessary steps to ensure that attempts at victimization do not occur. Any person who tries to victimize a student/staff shall be subject to stern disciplinary action.
4. **Sensitivity** – All grievances shall be dealt with sensitively and with due care for all involved.
5. **Prompt Response** – Grievances shall be dealt with quickly, since delay in resolving a grievance may aggravate the issue and provide ground for further complaint. The aim shall be to achieve resolution of a complaint within four weeks of the complaint being lodged. It is important that the complainant and the respondent shall be informed about the progress of the complaint at regular intervals, and advised if resolution of the matter is likely to extend beyond four weeks.

## Grievance Procedure

The complaint resolution mechanism works at two levels in this college. Before an issue becomes a formal grievance, we shall encourage students and staff - to the extent possible - to resolve concerns or difficulties directly with the person(s) concerned. Departmental grievances shall be attended to by the concerned teachers/class mentors. Psychological Counsellors shall also be available as mediators to assist students for this purpose. Only when all amiable conciliatory avenues are exhausted must an ROG application be resorted to. 'ROG application' shall be submitted in writing to any member of the ROG cell or placed in the Grievance/Suggestion Box kept in the library. Students and/or staff shall also direct their grievance to the committee members through the email id specially dedicated to redressal of grievances. This application shall be brief and precise and shall include the name of the person or concise details of situation, causing the grievance, with brief background.

## The Process

After having tried unsuccessfully to resolve the complaint/issue at basic levels, the complainant shall approach any member of staff of the college with a grievance, or place a written complaint with the heading 'Redress of Grievance' in the Grievance Box placed in the Library. Any staff member shall be approached by the student for information regarding the process. The Grievance Box shall be opened and contents perused once a week. Students and/or staff shall also have a choice of forwarding their grievances through a digital grievance box. There shall be an exclusive email id for this purpose: [grievance@montfortcollege.edu.in](mailto:grievance@montfortcollege.edu.in) Only Committee members shall have access to this email id.

## On receiving a grievance, the ROG cell shall:

- Acknowledge its receipt to the applicant in writing, within seven days.
- Inform the respondent about the issue. Also advise the respondent on his/her right to be accompanied and assisted by a third party, if so desired.
- Facilitate resolution in a timely manner, which would normally be no more than four weeks.
- Where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay.

- Give the complainant comprehensive written advice about the outcome.
- Complete the Grievance Response Form with the complainant.

**Steps in the investigation process shall include:**

- Clarifying and documenting details of the complaint.
- Interviewing witnesses and asking for an account of incidents where appropriate.
- Interviewing the respondent, outlining specific allegations made, and giving him/her the opportunity to make a full response.
- Considering the relevant evidence.
- Making judgments on issues with due weightage given to probability, reasonableness and appropriateness.
- Making referrals in recording, as appropriate.
- Carefully documenting the process, all decisions made or actions taken.

**Redressal of Exam Grievances**

Total marks for each course shall be based on continuous assessments and end term examinations. As per the decision of the Karnataka State Higher Education Council the respective affiliated universities shall determine the pattern for Internal Assessments and End Term examinations in various papers.

**Examination Grievance Procedure**

Students may have grievances related to internal exams conducted by the college, such as inability to attend an Internal assessment, grievance regarding pattern of question paper, complaints regarding conduct of viva voce, dissatisfaction with the marks allotted, wrong entry of marks, etc.

Before an issue becomes a formal grievance, students and staff shall be encouraged to the extent possible - to resolve concerns or difficulties directly with the person(s) concerned. Disputes regarding absence during the test, marks allotted for internal exams, wrong entry etc shall be directly handled by the subject teacher and academic coordinator. Answer scripts shall be returned and copy of the internal marks shall be sent to the students on their registered email id for verification. A copy shall also be displayed on the Notice Board.

Matters that are not resolved at the classroom level shall be brought to the notice of the Grievance Committee in writing. The Committee shall meet both the students and the faculty and facilitate a resolution of the matter in a timely and appropriate manner.

The internal marks shall be entered on the University Portal by the College. If there is a discrepancy between the marks communicated to the student and the marks uploaded on the University Portal, the student shall bring it to the notice of the authorities in writing. On verification, the college in turn will appeal to the Registrar (Evaluation) and follow up for the necessary correction to be made.

If students are not satisfied with the marks allotted to them in the End Semester Exam conducted by the University, they shall obtain a copy of the evaluated answer script, appealing for revaluation or re-totalling of a particular script, or rejecting their results.

The procedure, forms to be filled and fees to be paid for each of these shall be directly handled by the University. The grievance of the students shall be supported by relevant documents and an accompanying letter from the college and forwarded to the university.

### Composition of the ROG Cell

The ROG Cell shall comprise of Principal, three members of the teaching staff and one member of the non-teaching staff. The cell shall be accountable to the Director of the College.

### Grievance Redressal Cell

Sl. No	Name	Designation	Contact No.	Email id
1	Rev. Dr. Victor Raj	Principal	9443195150	principal@montfortcollege.edu.in
2	Mrs. Sritha Sandon	Convenor	9060743383	srithasandon@montfortcollege.edu.in
3	Dr. Maxim Pereira	Member	9481244374	maxim@montfortcollege.edu.in
4	Mrs. Shamala Rudrappa	Member	9964033217	shamala@montfortcollege.edu.in
5	Mrs. Saritha Mathew	Admin Superintendent	9448431065	saritha@montfortcollege.edu.in

