

# R V INSTITUTE OF MANAGEMENT

## GRIEVANCE REDRESSAL CELL- POLICY

The Institution aims at maintaining good relationship among stakeholders along with the process of promoting quality based education. With this objective in mind the Grievance Redressal cell is formulated.

### Objective:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute.

### Definition:

Any RVIM student who has a grievance concerning the interpretation or application infringement of his or her rights or has been discriminated against or harassed on the basis of age, color, disability, family status, gender, national origin, race, religion, veteran status, has the opportunity to seek resolution of such grievance.

Any student alleging that an act of harassment or discrimination towards his/her study or that his or her rights have been violated has the right to seek redress of his or her grievance.

### The structure of the Student Grievance Cell:

Director of the Institution	Head of the grievance redressal Committee.	Meetings conducted Twice in a year
Number of Faculty members who are the members of the committee	3 - Teaching faculty members 2- Non teaching faculty members	

### Grievance Resolution

#### 1. Informal resolution

A student who feels he or she is a victim of harassment or discrimination or that his or her rights as a student have been violated may attempt to resolve the matter informally by bringing a complaint to the Head or the Grievance redressal cell members.

Upon receipt of a complaint, the Committee members have the following responsibilities:



- Inform the complainant of his or her formal recourse if it is necessary. Further with the permission of the complainant, to resolve the conflict informally the committee will inform the individual alleged to have caused the grievance and that the complaint has been filed against him/her; seek to find out the facts; and, if both parties desire it, arrange a meeting to try to resolve the differences.
- All individuals who are involved in an investigation— as the accused, accuser, or witness—have a duty to keep all information confidential to all extent. Persons who violate the confidentiality rights of other individuals may be subject to disciplinary action.
- At all times during this procedure, the committee members must keep all information completely confidential, and the name of the complainant should not be revealed to the individual alleged to have caused the grievance except with the complainant's permission.
- In addition, written records, if taken, shall be submitted to the Director.
- In the event that an attempt at informal resolution of the problem is unsuccessful, or if the complainant deems that informal resolution is undesirable, the Committee members shall assist the complainant in filing of a formal complaint.

### Formal resolution

In the event that a student wishes to lodge a formal complaint against another member of the institute, the student will address the complaint to:

- The Director of the institute, if the individual alleged to have caused the grievance is another student or the faculty member.
- A formal complaint shall be made in writing by the complainant, addressed to the Director , stating in detail the nature of the complaint, any relevant dates, and the names of any potential witnesses.

The faculty members of the cell receiving the complaint shall initiate an investigation within a week to determine whether there is a reasonable basis for taking action.

The investigation shall consist of interviewing the complainant, the individual alleged to have caused the grievance, and any witnesses to the conflict.



Within 10 days, the Committee members make a report and give it to the Director for one of three actions:

- Conclude the complaint is without merit and that no further action is warranted;
- Attempt to bring about a negotiated settlement;
- Conducting a formal grievance hearing to evaluate possible action against the individual alleged to have caused the grievance. The complainant or the individual alleged to have caused the grievance may request a formal hearing if dissatisfied with the conclusion.

### **Hearing of the Grievance**

A Grievance Committee based on the above structure shall be convened to hear the testimony from the complainant, the individual alleged to have caused the grievance, and any relevant witnesses. The Committee shall decide whether:

- The complaint is without merit and that no further action is warranted; or
- Some remedial action is necessary.

### **Official outlook**

If, after the hearing, the Grievance Committee concludes that further official proceedings are necessary or if the complainant requests further proceedings despite the recommendations, the existing grievance and disciplinary procedures shall be used when determined by the Director to be appropriate.

The Committee may further:

- Pursue a negotiated or mediated settlement between the parties;
- Require that the students in question attend joint counseling or that the student whose conduct was complained of attend individual counseling with the mentor;
- Recommend forums for the discussion of issues of diversity and sensitivity to people of different backgrounds and characteristics in addition to written and/or oral condemnation of the discriminatory or harassing speech; and/or
- Require the student whose conduct is complained of to attend college-sponsored seminars or programs on problems of harassment or discrimination. All other aspects of the grievance procedure not specifically mentioned in this policy shall be carried out in accordance with established policy.



## Penalties

In case of any formal proceedings, against either a student accused of violating the Student Discipline Code or an employee brought before a Grievance Committee proceeding, the standard penalties specified in the policies manual shall be enforced. The Director may also, either in lieu of or in addition to other sanctions, require an individual found to have caused a grievance involving discrimination or harassment to attend a Institute - sponsored seminar/program on the problems of harassment and discrimination.

## Maintaining of Record

All proceedings and records shall be confidential. Memoranda describing a reprimand will be placed into the files of any student in the event disciplinary action is taken against one of the parties and the disciplinary action is upheld. No student shall be subjected to any retaliation or involuntary reassignment as a result of filing a good faith grievance for harassment and discrimination.

At the request of the individual alleged to have caused the grievance, a memorandum recognizing a finding of no harassment or nondiscrimination shall be placed into the file of the student.



-XX-

