

Grievance Redressal Policy for Staff, Faculty & Students of XLRI Delhi-NCR

1. Introduction:

The Grievance Redressal Process is established to ensure a fair and transparent mechanism for addressing and resolving grievances raised by staff, faculty, and students of the management institute. This process aims to provide a platform for individuals to voice their concerns and seek appropriate remedies.

2. Scope:

This Grievance Redressal Process applies to all staff, faculty, and students of the Institute. Grievances may include, but are not limited to, issues related to academic matters, administrative decisions, discrimination, harassment, or any other concerns affecting the well-being of individuals within the institute.

3. Grievance Redressal Committee:

A Grievance Redressal Committee has been constituted to handle and resolve grievances. It is responsible for ensuring the fair and timely resolution of grievances.

4. Lodging a Grievance:

Any staff member, faculty, or student who wishes to lodge a grievance must follow the prescribed procedure. The grievance should be submitted in writing to the designated authority, clearly stating the nature of the grievance and providing relevant supporting documents, if any. The identity of the complainant will be kept confidential, if requested.

5. The following procedure is prescribed for grievance redressal :

- a) **Step-1** : In case of any grievance the concerned Faculty / Staff or Student may file the grievance in writing and submit to **Dean Academics/ Administrator** or **Associate Dean Student Affairs**.

On receiving the complaint the concerned authority should reply within 2 working days from the date of receipt of complaint.

If no reply is received within specified time limit or if the reply is unsatisfactory, the complainant can put his grievance to the Grievance Redressal Committee within next 3 days. Head HR will act as an Secretariat to GRC. All receipts and communications pertaining to Grievance will be done through him.

- b) **Step-2** : Grievance Redressal Committee shall call a meeting within 3 working days on the receipt of Grievance to evaluate its merit and initiate an investigation.

The committee may request additional information, conduct interviews, or seek expert opinions, if necessary. The investigation process will be conducted impartially, ensuring all parties involved have an opportunity to present their case.

6. Grievance Resolution:

Based on the findings of the investigation, the GRC will recommend appropriate measures to resolve the grievance. The resolution may include, but is not limited to, corrective actions, mediation, counselling, or disciplinary actions against the responsible party. The committee will ensure that the resolution is fair, reasonable, and in accordance with the institute's policies and regulations.

7. Communication of Decision:

The decision of the GRC will be communicated in writing to the complainant, as well as any other parties involved. The communication will include a clear explanation of the decision, the rationale behind it, and any actions to be taken. The decision will be communicated within a reasonable timeframe to ensure prompt resolution.

8. Appeal Process:

If the complainant is not satisfied with the decision of the GRC, they may appeal to the Director within 10 days. The appeal should be submitted in writing, stating the reasons for the appeal and providing any additional evidence, if available to the Director's Office. The Director will review the appeal and make a final decision, which will be communicated to all parties involved.

9. Confidentiality and Non-Retaliation:

All grievances and related proceedings will be treated with strict confidentiality. Any form of retaliation against the complainant or witnesses will not be tolerated and may result in disciplinary actions against the responsible party.

10. Periodic Review:

The Grievance Redressal Process will be periodically reviewed to ensure its effectiveness and make any necessary improvements. Feedback from staff, faculty, and students will be sought to enhance the process and address any emerging concerns.

11. Awareness :

The institute will educate staff, faculty, and students about the Grievance Redressal Process. This will ensure that everyone is aware of their rights, responsibilities, and the available mechanisms for addressing grievances.

By implementing this Grievance Redressal Process, the Institute aims to foster a supportive and inclusive environment where grievances are addressed promptly and fairly, promoting the overall well-being and satisfaction of its staff, faculty, and students