4. Grievance Redressal Policy

4.1 Purpose. To provide an accessible, fair, timely and confidential mechanism to address the grievances of students, parents, faculty and staff.

4.2 Framework. This policy follows the UGC (Redress of Grievances of Students) Regulations, 2023, directions of the affiliating university and the regulator, and applicable State rules.

4.3 Matters covered. Admission and fee matters, examination and evaluation issues, attendance and internal assessment, teaching and clinical postings, hostel and facilities, harassment or discrimination, scholarship issues, and other administrative concerns. Sexual harassment and ragging complaints are handled under their own policies (Sections 5 and 2).

4.4 Grievance Redressal Committee (GRC).

- Chair: [Dr Sonal Mehta – Prof & HOD]
- Members: faculty representatives, an administrative officer, and a student representative as invitee
- The Committee's contact details and complaint box location are displayed on the website and notice boards.
- Complaints against a member of the Committee are handled without that member.

4.5 Procedure.

- **Step 1: Filing.** The complainant submits a complaint in writing, by email to [email], through the online form, or in the complaint box, with the details and supporting documents. Anonymous complaints may be taken up where the facts can be verified.
- **Step 2: Acknowledgement.** The GRC acknowledges the complaint within [3] working days.
- **Step 3: Inquiry.** The GRC hears both sides, reviews the records and may call witnesses.
- **Step 4: Decision.** A written decision is given within [15] working days of receipt, extendable for stated reasons.
- **Step 5: Appeal.** An aggrieved person may appeal to the Principal within [15] days, and thereafter to the Governing Body / the Ombudsperson or authority prescribed by the university or UGC.

4.6 Principles. Fairness, confidentiality, natural justice, no retaliation against complainants, and recording of every complaint in a register.

4.7 Monitoring. The register of complaints and their status is reviewed every quarter, and a summary report is submitted to the Principal annually along with actions to prevent recurrence.