

Satpuda Education Society Jalgaon Jamod's
ARTS & COMMERCE COLLEGE, WARWAT BAKAL

Policy Document on Grievance Redressal Mechanism

Introduction:

The institute has designed a Grievance Redressal Mechanism to address individual and collective issues of general nature, as well as those specific to ragging and sexual harassment of students and employees. All academic and non-academic staff personnel are referred to as "staff." For students or other stakeholders in an academic institution, according to the laws and regulations addressed by the UGC/AICTE/ SGBAU. The Arts & Commerce College, Warwat Bakal Grievance Redressal Committee has been formed with the following details and representations of stakeholders in various capacities to enquire into the nature and degree of the grievances.

What is a Grievance?

A grievance can be any form of unhappiness, dissatisfaction, or negative perception, spoken or unspoken, coming from anything related to the college that a student or staff member believes, or even feels, is unfair, unjust, or inequitable. Any grievance/complaint relating to sexual harassment and ragging would be handled by the various committees stated above as part of a separate procedure for dealing with such issues.

Objectives:

- To develop a policy for investigating and reviewing student and faculty complaints or grievances.
- Raise awareness of members' availability for students and faculty to raise grievances.
- Investigate the causes of the grievances.
- Ensure an effective resolution based on the intensity of the grievance.

To handle the various concerns, the committee comprises three tiers that work individually. The committee's three sections are as follows:

1. Committee for General Grievance Redressal
2. Sexual Harassment Prevention Committee
3. Anti-Ragging Committee

Awareness Policy:

The institute has created a fix policy to implement various methods to raise awareness in order to avoid cases of grievances involving sexual harassment, ragging, and general grievances of students and employees. The following methods have been used to raise awareness among students and faculty:

- Prospectus
- Undertaking of students and parents at the time of admission
- Institutional website
- On-campus display of rules, regulations and penalties

Mechanism of Governance:

To address issues, these three committees will work under the supervision and direction of the Principal. Serious grievances, if any, should be directed to the highest authority, either the College Development Committee or the Governing Body. Only at the committee level can common-sense issues be resolved immediately.

Grievances shall be gathered through boxes posted throughout campus, in person: oral or written, and cases discovered through the Discipline Committee's monitoring. The Committee shall convene at least twice during the academic year, but it may meet as many times as necessary in an emergency. The committees are required to keep an accurate record in the form of notice, agenda, minutes, and action taken, among other things.

Note: While this platform allows to voice the concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of this committee comprising of senior faculty of the institution.

Committees to redress the Grievances:

1. Grievance Redressal Committee

A grievance redressal committee shall be established at the institutional level to address student and staff issues that arise during the course of the institution's operation. The Committee shall meet at least twice a year or as needed. The Principal will serve as the committee's Chairperson, and a senior faculty member will serve as its Convener. The Chairperson will appoint two faculty members to the committee.

2. Prevention to Sexual Harassment & Violence against women Committee

A Sexual Harassment Committee shall be established at the institutional level to prevent sexual harassment & violence against female students and staff in the institution during normal operations. The Committee shall meet at least twice a year or as needed. The Principal will chair the committee, and the staff will be represented by faculty members, as well as a few students recommended by the Principal. In addition, a distinguished academic member will serve as Convener. The Principal shall also appoint a legal adviser, a social worker, and a medical practitioner as members.

3. Anti-Ragging Committee

An anti-ragging committee shall be established at the institutional level to monitor and manage ragging incidents involving students that occur at the institution during normal operations. The Committee shall meet at least twice a year or as needed. The Principal will serve as the committee's Chairperson, and a senior faculty member will serve as its Convener. The Chairperson will appoint academic members who are knowledgeable about the subject to serve on the committee.


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