	Issue Date: 30 th June 2020	Issue No: 1
	Revision date:	Revision No:
	Prepared by: Quality Cell	Approved by: Management
	Policy No: BES/AM/Policy on complaint & grievance handling	

Policy on Complaint and grievance handling

Purpose:

To develop an institutional framework to resolve problems and complaints concerning:

- Ragging
- Gender specific complains
- Any kind of physical or mental harassment or any other Grievance of staff & students


To provide the access to immediate, hassle free recourse to have their Grievance redressed and to encourage all to express their grievances freely and frankly, without any fear of being victimized.

Scope: Institution wide staff and students

Responsibility: Grievance Redressal Committee, Internal Complaint Committee & Anti Ragging Committee

Policy:

- All kind of grievances shall be addressed by the following committee as per their scope:
 - Anti ragging Committee: Complaints concerning nature of ragging between seniors and Juniors
 - Internal Complaint Committee: Complaint of nature of gender concern issues
 - Student Complaint & Grievance redressal Committee: Complaint as filed by students over and above the previous nature
 - Staff Grievance handling committee: Complaint as filed by staff over and above the previous nature
- All concern personnel shall always try to resolve problems in the department/unit at the earliest possible and usually with the least possible formality
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- No grievance shall be heard unless it has been filed under the process of lodging within thirty (30) calendar days after the act or the condition giving rise to the grievance.

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- The formal grievance procedure can be a stressful and upsetting experience for all persons involved. Hence, persons involved in the process are entitled to be treated calmly with respect while upholding confidentiality.
- The management shall not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the disciplinary Policies of the Institute.
- All Grievances shall be submitted in writing to the respective committees and shall be recorded in 'Grievance and complaint File'
- Grievances can also be dropped in complaint box in case one doesn't want to reveal identity.
- Grievance shall be forwarded to Grievance redressal officer.
- After that he/she shall enquire about the matter and take actions to redress the same.
- All major issues shall be brought into the notice of Principal. In such cases the Grievance redressal officer may write his/her recommendations based on evidence and give suggestions for suitable actions.
- Based on the remarks and approval of the Principal & grievance handling Officer, the grievance shall be forwarded to the Grievance redressal committee.
- All grievance must be initiated into enquiry within a week of filing of grievance and a decision must be taken within 15 days
- The Grievance officer shall inform the aggrieved personnel in writing about the action being taken.
- Appeal can be filed against the decision to the management within a week of the decision.
- Opinion of non-institutional member shall be undertaken as and when required.
- At the time of admission and during orientation session every staff shall be made aware of the above mentioned grievance handling procedure.