



GANGAPUTRA AYURVEDIC COLLEGE & HOSPITAL

Kaithal Road, Kandela, Jind-126125 (Haryana)

Standard Operating Procedure (SOP) for Grievance Redressal Cell

1. Purpose

The purpose of this SOP is to define the procedures and guidelines for the effective functioning of the **Grievance Redressal Cell** (GRC) within the institution. The GRC aims to address and resolve any grievances or complaints raised by students, faculty, staff, or any other stakeholders in a fair, transparent, and timely manner. This ensures a conducive academic, administrative, and social environment within the institution.

2. Scope

This SOP applies to all students, faculty, staff, and external stakeholders involved with or impacted by the institution's activities. The grievance redressal process covers:

- Complaints related to academic matters (exams, coursework, faculty)
- Complaints regarding administrative matters (admissions, fees, services)
- Disciplinary issues
- Personal harassment or discrimination
- Misconduct or unethical behavior
- Any other issues that affect the welfare of students or staff

3. Definitions

- **Grievance:** A formal complaint raised by a student, faculty member, staff, or stakeholder regarding any issue affecting their rights, interests, or well-being within the institution.
- **Redressal:** The process of addressing and resolving a grievance in a fair and just manner.
- **GRC (Grievance Redressal Cell):** A designated body within the institution responsible for receiving, processing, and resolving grievances raised by stakeholders.

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4. Structure and Composition

The **Grievance Redressal Cell (GRC)** is typically composed of the following members:

- **Chairperson (Head of GRC):**
 - Oversees the functioning of the GRC and ensures all grievances are addressed fairly and timely.
 - Coordinates meetings, reviews reports, and communicates with senior leadership.
 - Makes final decisions in cases where disputes are unresolved at lower levels.
- **Faculty/Staff Representatives:**
 - Provide input and perspective from the faculty and staff side, ensuring a balanced approach to resolving grievances.
 - Participate in the investigation and resolution process when grievances relate to academic or administrative matters.
- **Student Representatives (optional):**
 - Represent the student body in the grievance process to ensure that student concerns are given appropriate consideration.
 - Serve as intermediaries between students and the GRC.
- **Administrative Officer/Registrar:**
 - Provides administrative support to the GRC and ensures proper documentation of complaints, proceedings, and resolutions.
 - Helps in communicating decisions to the concerned parties.
- **Counselor or Psychological Support Officer (optional):**
 - Provides counseling support for grievances related to mental health, harassment, or personal issues.
 - Offers mediation services in sensitive cases.

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5. Roles and Responsibilities

- **Chairperson (Head of GRC):**
 - Coordinates the functioning of the Grievance Redressal Cell.
 - Reviews grievances, approves investigation procedures, and ensures fair decision-making.
 - Escalates unresolved or serious grievances to senior management or governing bodies, if necessary.
- **Faculty/Staff Representatives:**
 - Review grievances related to faculty, staff, or administrative issues.
 - Participate in investigation and resolution processes by gathering relevant information or interviewing parties involved.
- **Student Representatives:**
 - Represent student grievances and participate in discussions to ensure student concerns are addressed.
 - Act as mediators between students and the GRC in non-formal settings.
- **Administrative Officer/Registrar:**
 - Maintain records of all complaints, correspondence, and resolutions.
 - Coordinate between different stakeholders involved in the grievance process (e.g., faculty, students, administrative staff).
- **Counselor/Psychological Support Officer:**
 - Provide emotional support and counseling for complainants involved in sensitive issues such as harassment or mental health concerns.
 - Offer mediation services if the grievance relates to interpersonal conflicts.

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6. Grievance Redressal Process

The grievance redressal process follows a structured approach to ensure fairness and transparency:

6.1 Submission of Grievances

• 6.1.1 Grievance Channels:

Grievances can be submitted through multiple channels, including:

- **Physical Complaint Box:** A designated box for anonymous submissions located in accessible areas on campus.
- **Online Portal:** An online grievance submission system accessible via the institution's website.
- **Email:** A dedicated email address where complaints can be sent.
- **In-Person:** Students, faculty, or staff may also approach the GRC directly in person.

• 6.1.2 Grievance Form:

A grievance submission form will be available in physical and online formats. The form will require details such as:

- The name of the complainant
- The nature of the grievance
- Date and time of the incident (if applicable)
- Names of the parties involved (if relevant)
- Desired outcome or resolution

6.2 Acknowledgment of Grievance

- Upon receiving a grievance, the GRC will acknowledge the receipt within **48 hours** (excluding holidays). This acknowledgment will be sent via email or phone, depending on the submission method.
- The acknowledgment will include a reference number for tracking purposes.

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6.3 Investigation and Preliminary Review

• 6.3.1 Review of Grievance:

The GRC Chairperson will assign a team (comprising faculty, staff, or other relevant members) to review the grievance. The team will:

- Assess the merit of the grievance.
- Gather facts, including documentation, interviews, or statements from both the complainant and the accused party (if applicable).
- Conduct confidential investigations to preserve the integrity of the process.

• 6.3.2 Investigation Timeline:

The investigation should be completed within **7 to 10 working days** from the date the grievance was filed. If additional time is required, the complainant will be informed of the delay.

6.4 Resolution of the Grievance

- After the investigation, the GRC will meet to discuss the findings and decide on an appropriate resolution.

• Possible Resolutions:

- **Mediation:** In cases of interpersonal conflict, the GRC may facilitate mediation between the complainant and the accused.
- **Reprimand or Counseling:** If the grievance involves misconduct (e.g., harassment, cheating), appropriate disciplinary actions may be taken, including counseling or reprimands.
- **Policy Changes:** In cases where the grievance highlights gaps or issues in existing policies or procedures, the GRC may recommend changes to the governing body.
- **Compensation or Redressal:** If the grievance involves harm to the complainant (e.g., academic or administrative errors), compensation or a corrective action may be proposed.

• 6.4.1 Communication of Resolution:

The complainant and the concerned party will be informed of the GRC's decision in writing. If the grievance is resolved, both parties must acknowledge the resolution and sign off on it.

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6.5 Escalation of Grievance

- If the complainant is not satisfied with the resolution, they may appeal the decision to a higher authority within the institution (e.g., Dean, Principal, or Governing Council).
- The escalation should be done within **7 working days** of receiving the resolution.

6.6 Documentation and Record-Keeping

- The GRC will maintain comprehensive records of all grievances, investigations, resolutions, and communications. These records will be confidential and stored securely for future reference and audits.
- Summary reports of grievance trends, types, and resolutions will be presented periodically to senior management for continuous improvement.

7. Confidentiality and Protection of Privacy

- All grievance proceedings are to be conducted in a confidential manner. Information shared by the complainant and other involved parties should not be disclosed to unauthorized persons.
- The GRC will ensure that there is no retaliation against complainants or witnesses involved in the grievance process.
- In sensitive cases, such as harassment, the institution may provide additional safeguards, including anonymous reporting.

8. Timeframe for Redressal

- The complete grievance redressal process, from submission to resolution, should be concluded within **15-20 working days**.
- For complex issues, the GRC may require additional time, but the complainant will be informed in advance of any delays.

9. Monitoring and Continuous Improvement

- The GRC will regularly monitor the effectiveness of the grievance redressal process and make adjustments where necessary.
- Regular surveys or feedback mechanisms will be used to gather insights from students, faculty, and staff about the fairness and efficiency of the grievance handling process.

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10. Conclusion

This SOP for the **Grievance Redressal Cell** ensures that all grievances are handled in a structured, transparent, and timely manner. By adhering to this procedure, the institution can maintain a supportive and positive environment for all stakeholders, fostering trust, respect, and accountability within the community.



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