

ESTD. 1984



ज्ञान, विज्ञान आणि सुसंस्कार यासाठी शिक्षण प्रसार - शिक्षणमंथनी डॉ. बापूजी साहूंचे

Shri Swami Vivekanand Shikshan Sanstha Kolhapur's

**Smt. Akkatai Ramgonda Patil  
Kanya Mahavidyalaya, Ichalkaranji.**

Tal. Hatkanangale, Dist. Kolhapur - 416 115. Ph. (0230) 2424548

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(Affiliated to Shivaji University, Kolhapur) - Re-accredited by NAAC B+



• Founder •  
Shikshanmaharshi Dr. Bapuji Salunkhe  
B.A.B.T.D.Lit.

• President •  
Hon. Chandrakant (Dada) Patil  
Ex. Minister of Revenue, Rehabilitation and  
Public Works, Government of Maharashtra

• Executive Chairman •  
Prin. Abhaykumar Salunkhe  
M.A.

• Secretary •  
Prin. Mrs. Shubhangi M. Gavade  
M.Sc. B.Ed.

## GRIEVANCE REDRESSAL POLICY

### Introduction:

Policy is designed as per the decision taken in IQAC meeting dated 14<sup>th</sup> December, 2022.

A Policy is a formal framework established by college to address and resolve complaints or grievances raised by its stakeholders, such as students, employees, clients, or the general public. The primary goal of a policy is to ensure that grievances are handled in a fair, transparent, and efficient manner, promoting a positive and conducive environment for all parties involved. While the specific type of grievance details can vary depending on type of grievance, here are some common components that are included:

**Scope and Applicability:** This policy may be applicable to students, faculty, staff, parents, or any other relevant stakeholders.

**Types of Grievances:** These include academic concerns like examination grievances, administrative issues, harassment, ragging, discrimination and financial matters.

**Grievance Submission:** This involves written complaints, online forms, or in-person submissions of grievances.

**Grievance Handling Authority:** This involves a designated Grievance Redressal Committees formed by college regarding different types of grievances administrative office and specific department heads.



  
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**Confidentiality:** It ensures the confidentiality of the grievance process to ensure that sensitive information is handled discreetly.

**Timelines:** College ensures the timelines within which grievances will be acknowledged, investigated, and resolved. The time line is different for different types of grievances. This prevents undue delays in resolving issues.

**Investigation Process:** college follows the investigation process which includes collecting relevant documents, conducting interviews, and seeking input from relevant parties.

**Resolution Options:** College take care about Outline the potential outcomes of the grievance process, which include corrective actions, mediation, apologies, or policy changes.

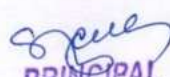
**Communication:** After proper investigation the resolution came out it is to be provided to the parties involved during the course of the grievance resolution process.

**Appeals Process:** college also defines clearly the steps and process for appealing the decision if the complainant is not satisfied with the resolution.

**Non-Retaliation:** College also Emphasize that individuals raising grievances should not face any form of retaliation for doing so.

**Record Keeping:** College highlights the importance of maintaining accurate records of all grievances and their resolutions for future reference.



  
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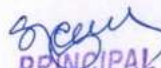
**Public Awareness:** College takes efforts that the policy is easily accessible and well-communicated to all stakeholders through official documents, websites, and information sessions.

**Continuous Improvement:** College will use feedback from grievances to improve its policies, processes, and overall environment.

**Contact Information:** College is also keen to provide clear contact information for the individuals responsible for handling grievances or any questions related to the policy.

It's important to note that the exact structure and content of a Grievance Redressal process can vary based on the type of grievance, the specific laws and regulations that apply in the relevant jurisdiction. When creating or revising a policy, the college will consult legal experts, relevant stakeholders, and professionals experienced in grievance resolution processes.



  
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