

GRIEVANCE REDRESSAL POLICY

Introduction

Quantum University is committed to maintain a campus environment where its diverse population can live and work in an atmosphere of acceptance, civility, and mutual respect for the rights, duties and sensibilities of each individual.

It is generally recognized that in any human group complaints may originate because of misunderstandings, miss-communication, perceived injustices, unanswered or incorrectly answered questions or minor problems that have been neglected. Effective communication techniques are the tools by which one builds good human relations and accomplish the objectives of the institution.

The University's objective is to encourage communication so that questions and difficulties arising during employment can be brought into the open and resolved quickly, fairly and as close to the level of origin as possible.

The University recognizes that from time to time individual employees/ students may wish to seek to have grievances relating to their employment/ studies resolved.

To the extent possible, strict confidentiality will be maintained regarding all matters relevant to grievances on a criterion of "need to know."

The formal grievance process may generally be activated only after an effort has been made to resolve an issue through an informal process and when discussions between the parties to the disagreement have been exhausted and left unresolved.

The University reserves the right to restrict use of the Grievance Policy in any circumstances, where it appears that the Grievance Policy is being used to harass students, faculty members, staff members or leadership.



Purpose of Grievance Policy

- This policy is designed to provide a framework for the quick and effective resolution of difficulties that may arise at the workplace through open and honest communication and discussion between colleagues.
- The aim of the policy is to ensure that employees/ students who feel aggrieved about the way they have been treated either by management or by their colleagues/ peers are given every opportunity to express their views and to have the issues resolved in a fair and speedy manner. The procedure seeks to achieve solutions through appropriate informal methods prior to the use of the formal processes, and is concerned to achieve a mutually acceptable resolution rather than to establish guilt or innocence.

Scope

- 1) This procedure applies to all employees/ students of the University other than the Chancellor, Pro-Chancellor, Vice-Chancellor, and other officers of the University.
- 2) A grievance may be raised about any matter concerning work or conditions of employment or delivery of academic syllabus other than:
 - The outcome of any case in which the disciplinary procedure has been used or the complaints concerned with disciplinary measures are to be lodged as per procedure of Disciplinary Policy.
 - Where separate procedures have been agreed to deal with specific types of grievance (e.g. harassment). Employees/ students may opt to use these instead of this generic procedure.
 - Such complaints should be handled through procedures established for the specific topic. These are not exhaustive lists.
 - These procedures will not apply in instances where a case has previously been raised and/ or seen through to appeal via another procedure or University policy that complies with the statutory dispute resolution regulations

- Complaints that attempt to change the nature of an existing University policy or procedure.
- 3) This procedure does not apply to issues relating to pay and benefits or any financial matter.
- 4) All formal grievance cases will be recorded by the Human Resources Department and monitored and reported in relation to equality and diversity
- 5) This Procedure is available for the issues related to the work of the University other than exceptions mentioned above

Definitions

Burden of Proof: The best translation of the word is "the necessity of proof always lies with the person who lays charges".

Timescales: For the purposes of this policy, one week is deemed to be seven days, inclusive of weekends, but exclusive of holidays.

The Human Resources Department/ University Academic Committee (HRD/ UAC): HRD/ UAC may act in an advisory capacity to any party and/or as an independent facilitator. In these circumstances HRD/ UAC will discuss the issue(s) of concern. Given their independent role, HRD/ UAC is not in a position to make decisions, but may offer recommendations for resolution.

Confidentiality: Confidentiality means maintaining as confidential, to the extent possible, all matters related to a grievance on a criterion of "need to know."

Need to know: The necessity for, access to, knowledge or possession of, specific information required to carry out official duties.

Grievance: A grievance is an allegation by an individual based on specific facts that there has been a misinterpretation, misapplication, discriminatory application, or violation of a University Policy or Procedure. The intent of a grievance process is to resolve a dispute over significant issues and not minor disagreements.

Grade disputes, admissions decisions, graduation appeals and similar academic decisions are not grievance issues, unless they are complaints of a civil rights nature, including complaints related to age, sex, race, religion, color, ethnic/national origin, disability, sexual orientation or veteran status.

Grievance Coordinator: The Grievance Coordinator is the individual to whom a formal, written grievance must be submitted. The Grievance Coordinator for faculty and staff is their respective HOD and the students is their HOD/ Director. If the complaint is against the HOD, then grievance coordinator for Staff is the Registrar and for Faculty the Grievance Coordinator is Director of their respective School and if grievance is against either of them i.e. either Registrar or Director then grievance coordinator is the person authorized by the VC. The role of the Grievance Coordinator is to assist the parties in seeking a satisfactory resolution of the issues and not to determine who is "right" or "wrong".

Level 1: The Grievance Coordinator for the individual either from Academic or Non-Academic is their respective HOD and called as level 1 Grievance Coordinator.

Level 2: If the complaint by the Grievant is against his/her HOD then the Grievance coordinator for the faculty/ staff is the Registrar, and for the students is Director, and they are called as Level 2 Grievance Coordinator.

Level 3: If the complaint by the Grievant is against the Director or Registrar then the complain will be given to the Vice Chancellor who will be considered as Level three of Grievance Redressal System.

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The Grievance Redressal Cell

The Grievance Redressal Cell desires to promote and maintain a conducive and unprejudiced educational environment. The objectives of The Grievance Redressal Cell include the following:

- a) To ensure effective solution to the Staff/Faculty/student's grievances with an impartial and fair approach without causing any breach of university rules & regulations.
- b) To make the systems of the University responsive, accountable and considerate in dealing with the students
- c) The Cell enables a student/staff/ faculty members to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the University.

The University has developed special SOPs and Guidelines for student's Grievance Redressal mechanisms as follows:

SOPs and Guidelines for student's Grievance Redressal mechanisms

The approach of the Students' Grievance Redressal Cell shall be student centric.

Grievance Coordinator: The Grievance Coordinator is the individual to whom a formal, written grievance must be submitted. The role of the Grievance Coordinator is to assist the concerned party /parties in seeking a satisfactory resolution of the issues and not to determine who is "right" or "wrong".

Faculty Mentor of the student shall be his **Grievance Coordinator**.

Level 1: The Grievance Coordinator for first the individual either from Academic or Non-Academic is his respective HOD.

Level 2: If the complaint by the Grievant is against his HOD then the Grievance coordinator for the students is Director.



Level 3: If the complaint by the Grievant is against the Director or Registrar, in such case the Grievance coordinator for all students is the person authorized by the VC.

Role of the Grievance Redressal Cell

The constitution of a Grievance Cell in a university system shall be designed to ensure that it is fair, impartial, and effective in addressing the concerns and complaints of students, faculty, and staff.

All the complains shall be routed through the Convener of the cell. The Cell shall register the complains and shall redirect to a certain level as defined in previous sections. After closing the complain, the information will be received by the cell. The university has established a automated system for Redressal. Besides this as a major business function, the cell will also provide inputs to administration and departments to minimize the frequency of the complains, Here are some key business functions and roles of the Grievance Redressal Cell:

1. Independence and Impartiality:

The university shall ensure the independence of the Grievance Cell. Members of the cell should be impartial and not influenced by any external factors or undue pressure.

2. The Composition:

As per the policy, the composition of the Grievance Cell will be as follows.

It typically includes seven faculty members and staff (all carders) nominated by Vice Chancellor

3. The Chairperson/ Convener:

A Chairperson/Convener who is well-respected and has experience in conflict resolution shall be appointed by the Vice Chancellor among the faculty members. The Chairperson should be responsible for overseeing the functioning of the cell.

4. Term Limits:

The term limits for the members, including the Chairperson shall be of one year from the date of appointment. The term of the Cell members may be replaced or continued for the next tenure.

5. Confidentiality:

The policy emphasizes the importance of maintaining strict confidentiality in all grievance matters to protect the privacy of the individuals involved.

6. Transparent Procedures:

The Policy expects clear and transparent procedures for filing and resolving grievances. The provision need to be established so that these procedures shall be easily accessible to all members of the university community.

7. Timelines:

The policy set specific timelines for the resolution of grievances to ensure that they are addressed promptly. Both the complainant and the respondent should be informed of these timelines as follows

- Generic Problems related electricity, water food, transport, internet etc. – Within 6 Hrs
- Level One: Two working Days
- Level Two: Three Working Days
- Level Three: Five working Days

8. Record Keeping:

The cell will maintain detailed records of all grievances, including the nature of the complaint, actions taken, and resolutions. This documentation shall help in ensuring accountability and monitoring trends.

9. Communication:




The grievance of general and routine natures will be filed through QSPS System of Quantum University. There should be a mechanism to close the complaint after compliance and inform the action to the concerned person.

The complaint to Higher level will be done on plain paper with clearly mentioning the purpose and clear endorsement of lower level.

10. Training:

The cell shall provide training to the members of the Grievance Cell on conflict resolution, mediation, and effective communication skills.

11. Appeals Process:

The cell shall establish an appeals process for cases where the complainant or respondent is dissatisfied with the initial resolution. This ensures an additional layer of scrutiny.

12. Annual Reports:

The Grievance Cell shall submit an annual report summarizing the number and types of grievances received and their resolutions. This promotes transparency and accountability.

13. Prevention and Awareness:

The cell shall encourage the Grievance Cell to engage in proactive measures to prevent grievances, such as awareness campaigns and workshops on conflict resolution and communication.

14. External Oversight:

The cell shall invite the inclusion of external experts or ombudspersons who can provide an independent review of the Grievance Cell's operations and decisions.

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