

GRIEVANCES REDRESSAL POLICY

GRIEVANCES REDRESSAL CELL:

To redress staff's grievances and ensure a congenial atmosphere for studies and smooth administration, the college shall constitute the grievances redressal cell.

Gender Issue Cell (GIC), an exclusive Women's cell, is available with the Principal as ex-Officio chairperson per statutes for redressal against harassment at workplaces.

THE GRIEVANCE REDRESSAL COMMITTEE

1. PREAMBLE

CIMAT is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at CIMAT by the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) in July 2014 and reconstituted in July 2021 to probe into stakeholders' grievances.

Grievance Redressal Cell facilitates resolving grievances fairly and impartially involving the respective College/Dept./Office (dealing with the substantive function connected with the Grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his/her Grievance in writing or send it through email to "grievanceredressal@cimat.edu.in".

2. OBJECTIVES

- ✓ To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- ✓ To uphold the dignity of the institution by promoting cordial Student -Student relationships, Student-teacher relationships, teacher-teacher relationships;
- ✓ To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere on the campus;
- ✓ To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- ✓ To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimised;
- ✓ To advise stakeholders to respect the right and dignity of one another and not to behave in a vindictive manner towards any of them for any reason.

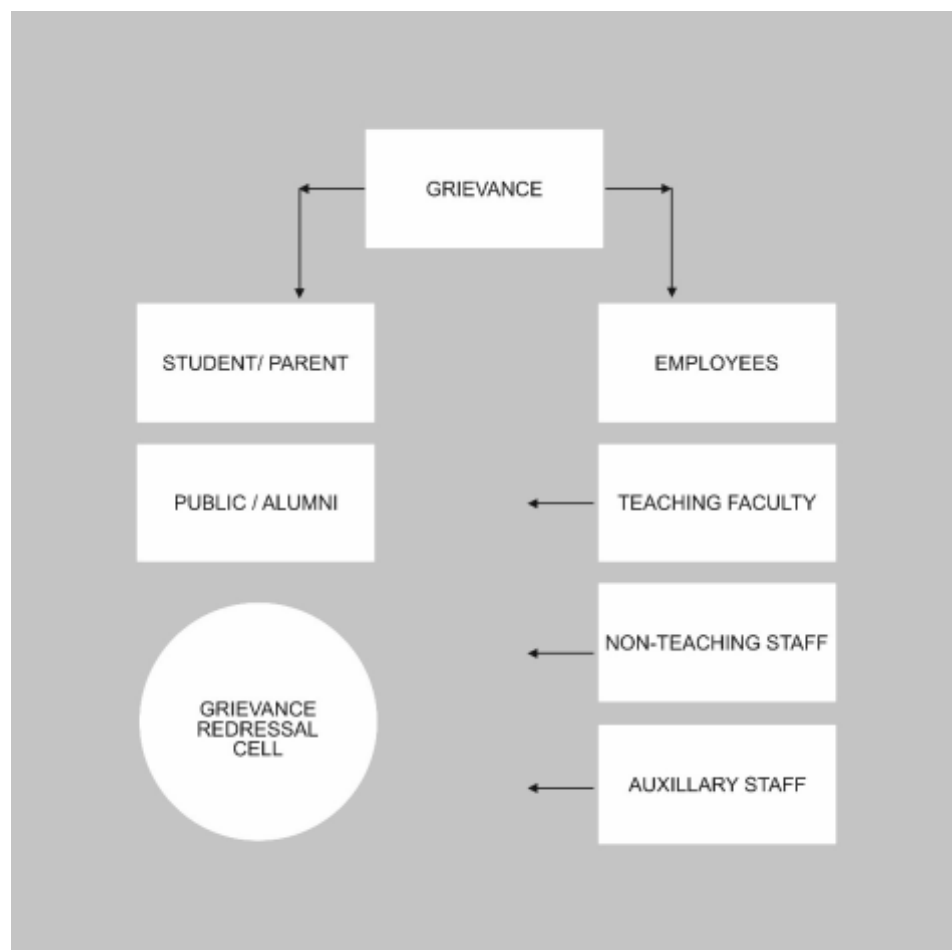
3. DEFINITIONS

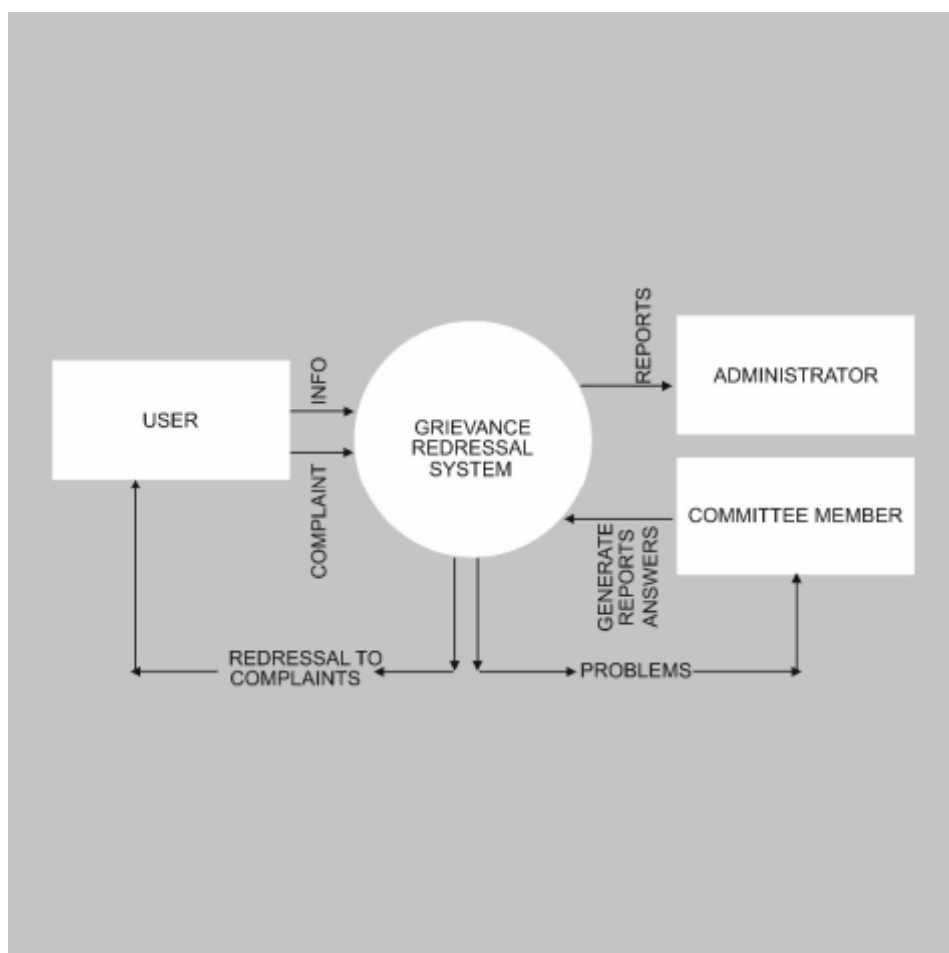
Grievance: A grievance is a formal complaint raised by any stakeholder towards any discomfort within the workplace. There are many reasons why a grievance can be raised and many ways to deal with such a scenario. It includes any dissatisfaction or negative perception, whether expressed or not, arising from anything connected with an institution that a student, parent, or staff member thinks, believes, or even feels is unfair, unjust or inequitable.

Grievant: Grievant means stakeholder, i.e., a student, parent, staff member, alumni, public or group of students or parents or staff members submitting the Grievance.

Days: Days mean working days exclusive of Sundays, holidays or vacation days outlined in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the Grievance.

4. GRIEVANCE REDRESSAL MECHANISM CONCERNING THOSE INVOLVED





5. GRIEVANCES REDRESSAL COMMITTEE

A high-power committee handles the function of remedying grievances. It is guided by the principles of natural justice while redressing grievances. The committee will consider only formal grievances received via email at grievanceredressal@cimat.edu.in or in person and put its best efforts to arrive at the right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

Chairperson:

Dr. V.Latha M.B.A., Ph.D

Principal, CIMAT

Ph. (Off) +91 422 2970705

Email: principal@cimat.edu.in

Members

Dr. Y Babu Vinothkumar BE. MBA. Ph.D.

Head – Operations, CIMAT

Mobile +91 83000 18181

Email: babuvinoth@cimat.edu.in

Dr.S.Ramachandran, B.Tech. MBA. Ph.D.

Faculty, CIMAT

Mobile +91 94885 63880

Email: ram@cimat.edu.in

Student Representatives:

Ms J.R.Adhisaya Mariam, Joint Secretary.

Mr.A.Premkumar, General Secretary.

(Department level Student Grievance Cell constituted)

5.1. FUNCTIONS OF THE COMMITTEE

- ✓ To provide proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimised;
- ✓ To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process because of such participation in the grievance process.
- ✓ To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
- ✓ To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- ✓ To obtain the facts through relevant sources fairly and objectively, to work out a resolution of the issues involved with the parties named in the grievance application;
- ✓ To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;

5.2 PROCEDURE FOR FILING THE FORMAL COMPLAINT/GRIEVANCE

1. Any stakeholder may complain.
2. Complaints should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email (at grievanceredressal@cimat.edu.in) or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated it under his / her signature as soon as possible.
4. Upon receipt of the complaint by any member of GRC, the member should forward it to grievanceredressal@cimat.edu.in

5.3 PROCEDURE FOR FILING A COMPLAINT/GRIEVANCE WITHOUT REVEALING THE IDENTITY

If the complainant would not like to reveal his/her name for any grievance, they can drop the Grievance (s) in the dropbox placed outside the library or through the mail.

5.4 PROCESS FOR ADDRESSING THE GRIEVANCE

1. Upon receipt of the complaint, the Chairperson of the Committee will respond to the complainant acknowledging the receipt of Grievance immediately.
2. At this stage, based on the nature of the complaint and severity of its possible impact, the Chairperson may take one of the two options to proceed with addressing the concerns while keeping the Chairperson, GRC copied in all communication:
 - a. Option 1, which can be exercised on matters that could be more routine operation:
 - i. The Chairperson of the Committee may address the issue directly with the help of the concerned department.
 - ii. In this case, the complainant must be promptly apprised of the actions taken or the work-in-progress.
 - iii. Once the matter has been resolved, the Chairperson will send a final update to the complainant.
 - b. Option 2, which can be exercised in matters of grave concern, in consultation with the Chairperson:
 - i. The Chairperson may also call for a meeting of the GRC. The quorum for the meeting is 5 (Five).

ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.

iii. Final decision of the GRC has to be communicated to the student within 15 days of receiving the complaint.

iv. The Chairperson of the Committee will communicate the decisions to the concerned parties/DEPARTMENT via email, and a copy of the case and decision will be sent to the management.

3. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.

4. If the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings until the case has been closed.

5.5 RE-APPEAL:

1. Aggrieved parties who are not satisfied with the committee's decision may appeal to the Appeal Committee for GRC for reconsideration and review within 15 working days.

2. The decision of the Appeal Committee in such matters shall be final, and there shall be no further appeal in the matter.

Note:

1. The committee will recommend appropriate action against the complainant(s) if the complaint is baseless or trivial.

2. Board of Management (BOM) may revise the procedure from time to time.

6. APPLICABILITY:

All students, parents, staff members, alumni, public and other stakeholders of the institution.

7. TYPES OF GRIEVANCES

Academic related issues

Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, Teaching and non-teaching staff-related issues etc.

Extension & Extra- Alumni registration, Award of non-academic credits, Curricular Physical Education, etc.

Amenities & Maintenance

Infrastructure, Hostel facilities –Allocation of rooms, Standard of the meal, Wi-Fi internet connectivity, Utility stores, Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc.

Placements & Internships

On-campus or off-campus interviews, soft skills training, Internships, etc.

General administration

Collection of free–online fee payment gateway, ID cards, Scholarships, HR-related issues, Transportation, etc.

Other related issues

Raging, Sexual Harassment, Safety & Security, Discipline, Mis-behaviours, Emergency services, etc.

8. STANDARD OPERATING PROCEDURE (SOP)

Any student or parent or staff member or alumni, or public who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within seven working days of the receipt of the Grievance.

If there is no response within the stipulated time from the respective department/office or the grievant is dissatisfied with the response/resolution to his/her Grievance, then the grievant is free to represent his/her Grievance in the Grievance Redressal Cell.

If the Grievance is against the respective Head of department/office, the grievant may directly submit his/her Grievance in writing via email at grievanceredressal@cimat.edu.in submit in person at the Grievance Redressal Cell to the Officer-In-Charge of Grievance Redressal Cell.

8.1 FORMAL REGISTRATION:

Any grievant with a genuine grievance will submit his/her Grievance along with necessary documents, if any, through any of the following modes:

- ✓ Sending via email "grievanceredressal@cimat.edu.in"
- ✓ Submitting a signed hard copy of the grievance complaint in person to the Officer-In-Charge of Grievance Redressal Cell

8.2 ACKNOWLEDGEMENT:

The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In the case of email at "grievanceredressal@cimat.edu.in", the sender will receive an instant auto-reply acknowledging the receipt of his/her email.

8.3 FORWARDING:

Upon receipt of Grievance, the Grievance Redressal Cell shall categorise, analyse the merits of the Grievance, and forward the Grievance to the respective department/office/individual (dealing with the substantive function linked with the Grievance), requesting them to enquire into the Grievance and redress within such period as may be specified, not exceeding seven days from the receipt of grievance complaint.

8.4 FOLLOW UP & MONITORING:

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending upon the seriousness of the Grievance, the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

8.5 SCRUTINY:

The Grievance Redressal Committee will make a thorough review of the redressal process. If the committee feels satisfied with the resolution the respective department/office/individual provides, it will be intimate to the grievant via email. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

8.6 CALL FOR HEARING:

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing and intimate the same to the respective department/office/individual as well as the grievant via email. If, after the hearing, the committee feels that additional information or testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until the requested documents(s) are received.

8.7 INVESTIGATION:

If a resolution is not achieved through a hearing, it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the Grievance as it determines necessary to conclude on the merits of the Grievance application. Grievance Redressal Committee will have the right to interview witnesses if necessary and helpful to the investigation, including those recommended by a party to the Grievance.

8.8 FINAL DECISION:

After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to resolve the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

8.9 COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision via email, binding on both parties.

8.10 CLOSURE OF COMPLAINT:

The complaint shall be considered as disposed of and closed when:

- ✓ the grievant has indicated acceptance of the resolution;
- ✓ the grievant has not responded within four weeks from the date of receipt of the information on resolution

The proceeding concerning each Grievance will be recorded systematically. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of the Grievance Redressal Committee for investigation.

8.11 FEEDBACK:

Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time, especially from the parties involved, to review and improve the grievance handling and redressal process.

9. GENERAL GUIDELINES

The Grievance must always be in the form of a detailed written complaint submitted via email at help@cimat.edu.in or in-person to the Officer-In-Charge of Grievance Redressal Cell within 15 days from the date of occurrence of the event giving rise to the Grievance. However, the institution may extend this time frame where a delay is due to circumstances beyond the control of the aggrieved person, such as illness, etc.

Formal grievance complaint shall include:

- ✓ a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues before the filing
- ✓ a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the Grievance

- ✓ full name, the contact information of the person escalating/initiating the grievance complaint

9.1 GROUP GRIEVANCE:

If it is a group grievance, a list of all persons who are parties to the Grievance must be attached. The list must include each person's name, ID, Phone number/Email ID, etc. The list must also designate one individual as a spokesperson for the group.

9.2 TIMEFRAME:

The Grievance Redressal Committee shall endeavour to ensure the redressal/disposal of every Grievance within one month of receiving the application/grievance complaint.

9.3 PROHIBITION AGAINST RETALIATION:

CIMAT will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process because of such participation. The party should disclose any concerns about the retaliation related to this process to the Grievance Redressal Committee via grievanceredressal@cimat.edu.in.

9.4 NO PROXY WILL BE ALLOWED:

The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words; no proxy will be allowed to represent his/her case.

9.5 CONFIDENTIALITY:

CIMAT shall maintain the confidentiality of information shared throughout the grievance process. All information collected will be confidential and disclosed to third parties without the parties involved. However, disclosures may be required for fact-finding or efforts to resolve the Grievance. Parties involved in the grievance process will also have to maintain the

confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

9.6 DOCUMENTATION:

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of the Grievance Redressal Committee for investigation. In order to monitor the redressal process from time to time, the Grievance Redressal Cell shall maintain a grievance register under the supervision of the Officer-in-Charge of Grievance Redressal Cell, which shall contain the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of the Grievance Redressal Committee.

1	2	3	4	5	6	7	8
Date of receipt of grievance/ complaint	Name & address/contact details of sender/ applicant	Nature of grievance/ complaint	Name of the Dept. from which the clarification/ resolution sought	The date on which the respective Dept. was asked	No. and date of reminder(s) issued	Date on which the clarification received/ resolution arrived	Date of supply of suitable reply /information to the applicant

9.7 ALTERNATIVE AVENUES FOR REDRESSAL OF GRIEVANCES:

Although all students, parents and staff members may avail themselves of this procedure for resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

9.8 APPEALS:

If the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Ombudsman within seven days of the receipt of the committee's decision. The Ombudsman shall provide a final decision as speedily as possible but not later than a month after receiving the Grievance.

9.9 EXCLUSIONS:

The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- ✓ Decisions of the Academic Council/Academic Committees constituted by CIMAT.
- ✓ Complaints involving policy matters in which the grievant has not been affected directly/indirectly
- ✓ Decisions about the Award of Fellowships, fee concessions, medals, etc.
- ✓ Decisions concerning disciplinary matters and misconduct.
- ✓ Decisions concerning the recruitment and selection
- ✓ Decisions by a competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- ✓ Anonymous and frivolous complaints will not be entertained/processed.


10. SECURITY

A website must be hosted on a reliable server and a secure server. The website's security must be ensured at multi-levels, starting from the website's coding, using authentic plugins, file accessing permissions at the server level, file accessing permissions at the CMS level, and secure passwords maintaining the passwords securely maintaining passwords, etc. All these processes are done systematically at Brainak Solutions and the server level. The procedures required and suggested by many security forums are followed during development. The hosting security will be discussed separately as part of the hosting scope. Brain Solutions is not responsible for any liabilities. If the website is down due to unforeseen reasons, we will use all our resources to keep the site up and to run.

The committee comprises:

S.No	NAME AND DETAILS OF THE MEMBER	DESIGNATION AS PER IQAC
1	Dr. Latha V	Chairperson
2	Dr. Babu Vinothkumar.Y	Head of the Department - MBA
3	Dr.S.Ramachandran	Senior Faculty
4	Mr. Arun Prasath P	Student Representative
5	Ms. Athira K	Student Representative
6	Mr. Varadharajan P	Senior Administrative Officer




Dr.V.Latha, MBA.,Ph.D.,
Principal, CIMAT

Coimbatore Institute of Management & Technology
Narasipuram, Coimbatore - 641 109.