

**C.R.College of Education, Hisar**

**Governed by Jat Educational society, Hisar**

**Affiliated to Guru Jambheshwar university of Science& Technology, Hisar**

### **Grievances Redressal Policy**

#### **About Policy-**

**Grievances** refer to formal complaints raised by students, faculty, or staff regarding unfair treatment, dissatisfaction, or issues that affect their academic or workplace environment. These can arise from academic, administrative, behavioral, or infrastructural problems. C. R. College Of Education, Hisar has a policy on Grievances Redressal and internal complaint committee to provide a structured mechanism for students, faculty, and staff to voice concerns, complaints, or grievances, and to ensure timely and fair resolution in accordance with institutional and legal guidelines.

#### **Purpose of Addressing Grievances**

- To maintain a fair, safe, and inclusive environment
- To ensure accountability in academic and administrative processes
- To protect the rights and dignity of individuals in the institution

#### **Policy covers grievances related to:**

- Academic issues (e.g., exam disputes, teaching quality)
- Harassment or discrimination
- Infrastructure or facility-related complaints
- Any act of unfair treatment or misconduct
- Administrative concerns

#### **The Grievance Redressal Cell shall consist of:**

- A Chairperson ( Principal or a senior faculty)
- Faculty members (3, including at least one female member and one S.C.)
- Student representative
- Administrative staff representative

### **Redressal Mechanism**

- Acknowledgement of receipt of grievances within 2 working days.
- Preliminary review and categorization of the complaint.
- Resolution through internal discussion, mediation, or formal inquiry, depending on severity.
- Final decision communicated within 15 working days (subject to complexity).

All grievances will be handled with strict confidentiality. Retaliation against complainants is strictly prohibited. All grievance records must be maintained securely and reported annually to the appropriate academic or statutory bodies. The policy shall adhere to the guidelines laid down by the **University Grants Commission (UGC)** and any other relevant regulatory authorities.

### **Grievance Redressal Cell of the college**

1. Dr. Shalini Gupta
2. Dr. Poornima Devi
3. Sh. Yudhvir
4. Soma ( Roll No 24020)
5. Sawan (Roll No 24173 )



Principal