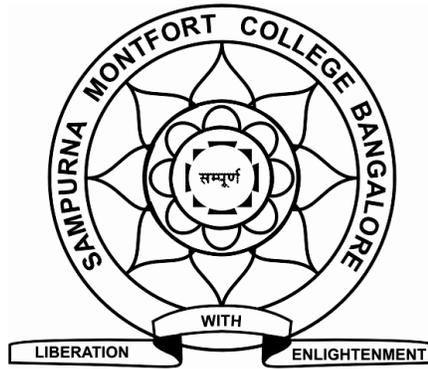


2019



Montfort College

**Affiliated to Bengaluru North University**

**REDRESS OF GRIEVANCE  
CELL**

# **Policy on Grievance Redressal Cell**

## **Montfort College**

### **Purpose and Scope**

Montfort College is committed to living out its vision and values in maintaining a harmonious and supportive environment conducive to learning and personal development. But it is possible that in the course of routine work or carrying out individual responsibilities, sometimes people could get offended and feel aggrieved about certain issues. People could feel they have been made to miss out on some legitimate privileges/dues. students/staff may sometimes feel they have experienced disadvantage, hurt or distress, and harbour some grievances in that regard against any authority within the college. This is a normal phenomenon in any workplace or educational institution. We recognize the need to remedy such problems as early as possible, in order to restore an amicable ambience for learning and living. With this aim, the Redress of Grievance (ROG) Cell was constituted in 2006, with five members, to probe into any grievance. We will ensure that such complaints are responded to promptly, with minimum stress and maximum protection for all concerned. The purpose of this pamphlet is to enunciate guidelines on handling such grievances so that staff and students are not subjected to discrimination, harassment, vilification or victimization. Such grievance could be academic, administrative or personal in nature, against an individual of higher status in the college or even against the Management.

The formation of the ROG Cell at Montfort College is a measure to ensure responsive and accountable attitude among the hierarchy/concerned officials. We want to keep in place a system where there is no laxity in terms of fairness to all; where an egalitarian treatment is meted out to everyone. This cell is trained to deal with complex situations in a tactful manner, in order to make the concerned person(s) feel normal and satisfied.

### **What is a Grievance?**

Grievance is a deep concern formally reported by anyone, to a person in authority, in a working environment. It is a formal and grave complaint requesting remedial action or favourable response from higher-ups. A grievance could constitute a violation of anyone's legitimate entitlement, which could stand in the way of her/his progress or well-being. It is the duty of the hierarchy/concerned officials to provide timely remedial action or reasonable response to such a concern/complaint. Grievance can be against anyone in authority, or on any situation or process adversely affecting any student or any staff member. Nature of grievance could be academic, administrative or personal.

## Redress of Grievance (ROG)

The term denotes the individual's right to petition a higher authority, in order to obtain remedial action for a wrong doing, unjust act or denial of a legitimate due/privilege concerning her/ him, by any person in authority. It is to seek relief/compensation/satisfaction for a wrong or an injury from any authority or situation within the college.

### Objectives of ROG Cell

- To provide a platform where students and staff can project their grave concerns and problems, thereby obviating dire consequences.
- To assist students who perceive they have been deprived of some services/privileges at Montfort College, to which he/she is entitled.
- To make officials at Montfort College responsive, accountable and courteous in dealing with complaints of students and staff.
- To ensure effective solution to the students and staff grievances with a just and impartial approach.
- Give all stake holders the sense of participation in such problem solving
- Restructure college policies in the light of common grievances

### Functions of ROG Cell

- To co-ordinate between students/staff and management to redress the grievances
- To suggest ways and means to the complainant, for redressing his/her problems
- To open the Grievance Box every week to check out and address the grievances/ suggestions placed there
- To hold a meeting of the Cell as required, to attend to the problems commonly faced by the students/staff
- To scrutinize grievances so that they can be recorded and redressed; and to communicate the remedial measures and decisions to the Management and the concerned parties in the form of a report.

### Grievance Procedure

The complaint resolution mechanism works at two levels in this college. Before an issue becomes a formal grievance, we encourage students and staff -to the extent possible- to resolve concerns or difficulties directly with the person(s) concerned. Departmental grievances are attended to by the concerned teachers/class mentors. Psychological Counsellors are also available as mediators to assist students for this purpose. Only when all amiable conciliatory avenues are exhausted must an ROG application be resorted to. 'ROG application' would be submitted in writing to any member of the ROG cell or placed in the Grievance/Suggestion Box kept in the library. This application must be **brief and precise** and would include the name of the person or concise details of situation, causing the grievance, with brief background.

## Principles in Grievance Handling

The contents of Grievance Box would be emptied and perused once every week. The ROG Cell handling grievances should ensure the following principles are upheld:-

1. **Confidentiality** – All parties have an obligation to maintain confidentiality of both process and records. Generally fairness requires that the respondent knows who has lodged the grievance against him/her.
2. **Impartiality/Procedural Fairness** – Grievance handlers must implement the policies and procedures of Montfort College and employ principles of openness, honesty and fair dealing throughout their communications, investigations, reporting and record keeping. Both the student/staff complainant and the respondent (person against whom the grievance is made) must receive appropriate timely information, support and assistance in resolving the grievance.
3. **Freedom from Unfair Repercussions orVictimization** – Fear of victimization prevents many students/staff from lodging a grievance. The College will take all necessary steps to ensure that attempts at victimization do not occur. Any person who tries to victimize a student/staff would be subject to stern disciplinary action.
4. **Sensitivity** – All grievances must be dealt with sensitively and with due care for all involved.
5. **Prompt Response** – Grievances must be dealt with quickly, since delay in resolving a grievance may aggravate the issue and provide ground for further complaint. The aim must be to achieve resolution of a complaint within four weeks of the complaint being lodged. It is important that the complainant and the respondent are kept informed about the progress of the complaint at regular intervals, and advised if resolution of the matter is likely to extend beyond four weeks.

## The Process

After having tried unsuccessfully to resolve the complaint/issue at basic levels, the complainant may approach any member of staff of the college with a grievance, or place a written complaint with the heading 'Redress of Grievance' in the Grievance Box placed in the Library. Any staff member may be approached by the student for information regarding the process. The Grievance Box will be opened and contents perused once a week.

### On receiving a grievance, the ROG cell shall:

- Acknowledge its receipt to the applicant in writing, within seven days
- Inform the respondent about the issue. Also advise the respondent on his/her right to be accompanied and assisted by a third party, if so desired
- Facilitate resolution in a timely manner, which would normally be no more than four weeks
- Where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay
- Give the complainant comprehensive written advice about the outcome

- Complete the Grievance Response Form with the complainant
- Forward records to the Director’s Office for confidential storage for at least five years. Parties to the complaint shall be allowed supervised access to these records.

**Steps in the investigation process should include:**

- Clarifying and documenting details of the complaint
- Interviewing witnesses and asking for an account of incidents where appropriate
- Interviewing the respondent, outlining specific allegations made, and giving him/her the opportunity to make a full response
- Considering the relevant evidence;
- Making judgments on issues with due weightage given to probability, reasonableness and appropriateness
- Making referrals in recording, as appropriate
- Carefully documenting the process, all decisions made or actions taken.

**Composition of the Cell**

The ROG Cell will comprise Principal, three members of the teaching staff and one member of the non-teaching staff. The cell shall be accountable to the Director.

**Members of the Redress of Grievance Cell at Montfort College, Indiranagar, Bangalore-38**

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