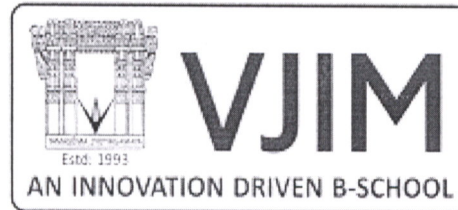


# VIGNANA JYOTHI INSTITUTE OF MANAGEMENT

HYDERABAD



## Grievance Committee Policy



Prepared By & Date	Dr. N. Padmaja, Asso. Prof.	12.06.2019
Approved By & Date	Dr. Ch. S. Durga Prasad, Director	26.06.2019
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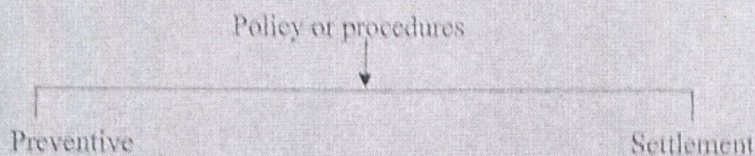
## Grievance Committee

### Objective

The objective of Grievance committee in VJIM is,

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Solving the issues with transparency and in timely manner by not showing any partiality to the candidates involved in the issue.
- Considering the suggestions from the members of institute for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience at all times, especially whenever any occasion of rift arises.

### Policy and Procedure in VJIM



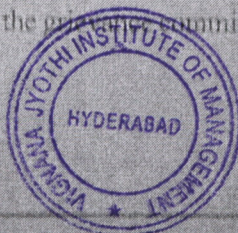
#### Preventive

- Creating an environment in the campus, where the members of the institute know the importance of maintaining peaceful and disciplined environment in the campus and also consequences for the indiscipline or illegal behaviours.
- Closely observing the student community and other members of the institute to identify any issues, before they arise or become big ones

#### Corrective

In VJIM, there are both open door policy and step ladder policy in the grievance redressal mechanism

- Open door policy  
Members of the institute can directly approach to their mentors or else director of the institute to share their grievance. There is no mandatory rule that the grievances should be lodged only with the grievance committee.
- Step Ladder Policy
  - In this policy, members of the institute can approach grievance committee and lodge their complaints or share their issues, and from there the committee will take concerns of all the members and try to solve the issues
  - Even, when the mentors or Director of the institute can refer the issues that came to them directly from the members to the grievance committee based upon the seriousness of the issue.



## Redressal Mechanism of the Grievance committee

- The aggrieved candidate, can lodge the compliant/ grievance issue with the committee
- The first stage of investigation is done by the faculty members and will submit the report to the chairperson within 7 days. It includes
  - Calling any member who is involved in the issue directly or indirectly to seek information
  - Taking concerns from student members
  - Examining all the evidences
- The chair person should take the decision and necessary action within 3 days.
- If the issue is serious in nature and require more time and resources to solve it, the external member is called in for discussion and solving the whole.
- The committee as a whole should address the issue within 20 days in total.
- Documenting the entire case details and storing it for further reference.

## Committee

In order to address and settle any grievances faced by students and other members of VJIM, a strong committee is formed to achieve zero tolerance on campus by assisting and supporting the students and all other members in the institute.

### Committee Details

S.no	Members	Designation	Responsibility
1	Director	Chairperson	Ultimate decision maker
2	Faculty Member – 1	Investigators	Collects all evidences, talks to all members involved in case and reports it
3	Faculty member -2	Investigators	
4	External Member	Influencer	Analyse the situation from various view points and gives a report on what best can be done in the situation
5	Student Member	Supporter	Supports all other members of the committee in any form required

### Complaint lodging Details

To log complaints or any other grievance regarding gender sensitisation.

Contact – Phone :

Mail :

To get more information about Gender Sensitisation policy

Contact – Phone :

Mail :

