



GRIEVANCE REDRESSAL POLICY



**NALBARI COLLEGE, NALBARI
ASSAM**

Policy Document

Nalbari College

Grievance Redressal Policy

1. Introduction

Nalbari College is deeply committed to nurturing an atmosphere of equity, respect, and support for every member of our community. Acknowledging that disputes and issues may occasionally emerge, we have implemented this Grievance Redressal Policy to guarantee that all concerns are handled swiftly, transparently, and fairly. This comprehensive policy details the mechanisms and procedures for reporting, investigating, and resolving grievances pertaining to both academic and administrative matters. By doing so, we aim to ensure that every member's voice is heard and every issue is resolved in a just and timely manner.

2. Definition of Grievance

A grievance is any form of dissatisfaction or perceived injustice that an individual experiences concerning academic or administrative matters within the college. This can include, but is not limited to:

- **Academic Issues:** Concerns related to course evaluations, grading, attendance policies, academic advisement, and examination procedures.
- **Administrative Issues:** Problems pertaining to the availability and quality of facilities, resources, and services provided by the college,

such as library access, laboratory facilities, hostel accommodations, and transportation services.

- **Disciplinary Actions:** Disputes regarding disciplinary measures imposed by the college authorities.
- **Harassment or Discrimination:** Any form of harassment or unfair treatment based on gender, race, religion, disability, or any other protected characteristic.
- **Financial Matters:** Issues related to tuition fees, scholarships, stipends, and other financial aid.

3. Objectives

The primary objectives of this policy are:

- **Transparency:** To establish a clear and open process for lodging and addressing grievances.
- **Promptness:** To ensure that grievances are resolved quickly and effectively.
- **Fairness:** To guarantee that all grievances are handled impartially and justly.
- **Trust:** To build a culture of trust and accountability within the college community.
- **Quality Improvement:** To use grievance feedback to continually enhance the quality of education and administrative services at Nalbari College.

4. Scope

This policy applies to all students, faculty, and staff of Nalbari College. It encompasses grievances related to both academic and administrative matters within the college's jurisdiction.

5. Grievance Redressal Committee (GRC)

To ensure a structured and fair approach to grievance redressal, Nalbari College has established a Grievance Redressal Committee (GRC).

- **Composition:** The GRC will be composed of:
 - Principal, who will serve as the Chairperson
 - Two additional faculty members
 - One member of the administrative staff
 - One student representative (in the case of student grievances)
- **Responsibilities:** The GRC's primary responsibilities include:
 - Receiving and acknowledging grievances.
 - Conducting thorough and impartial investigations.
 - Formulating and implementing fair resolutions.
 - Communicating decisions and actions to the complainant.
 - Maintaining records of all grievances and their resolutions.

6. Grievance Redressal Procedure

- **Step 1: Submission of Grievance**
 - Grievances can be submitted through a written complaint or via email to the designated grievance email address [nalbaricollegel945@gmail.com].

- For anonymous submissions, complaint boxes are placed at strategic locations throughout the campus.
- The grievance should include detailed information, including the nature of the complaint, relevant dates, involved parties, and any supporting documents.
- **Step 2: Acknowledgment**
 - Upon receipt of the grievance, the GRC will acknowledge the submission within 48 hours, providing the complainant with an initial response.
- **Step 3: Preliminary Assessment**
 - The GRC will conduct a preliminary assessment to determine whether the grievance falls within the scope of this policy and warrants further investigation.
 - If the grievance is outside the scope, the complainant will be informed and advised on alternative redressal mechanisms.
- **Step 4: Investigation**
 - The GRC will conduct a thorough investigation, which may include interviews with the complainant and other relevant parties, as well as the review of any pertinent documents or evidence.
 - The investigation will be completed within 15 working days from the receipt of the grievance.
- **Step 5: Resolution**
 - Based on the findings of the investigation, the GRC will formulate a resolution plan.

- The resolution will be communicated to the complainant in writing, detailing the findings and any remedial actions to be taken.
- If the complainant is dissatisfied with the resolution, they have the right to appeal to the Principal within 7 working days of receiving the decision.

7. Confidentiality

- All grievances will be handled with strict confidentiality to protect the privacy of the complainant and other involved parties.
- Information will be disclosed only on a need-to-know basis for the purpose of investigation and resolution.

8. Protection Against Retaliation

- Nalbari College strictly prohibits any form of retaliation against individuals who file a grievance in good faith.
- Any act of retaliation will be subject to disciplinary action, ensuring that complainants can report issues without fear of reprisal.

9. Monitoring and Review

- The GRC will maintain comprehensive records of all grievances and their resolutions to monitor trends and identify areas for improvement.
- Periodic reviews of the grievance redressal process will be conducted to ensure its effectiveness and to incorporate feedback for continuous improvement.


- The college will use insights gained from grievance reports to enhance policies, procedures, and services.

10. Contact Information

- **Anti-Ragging Helpline:** [7002671159]
- **Email:** [nalbaricollegel945@gmail.com]
- **Office:** [GPS coordinates: 26.4363° N, 91.4438° E]

11. Conclusion

Nalbari College is dedicated to maintaining a transparent, fair, and effective grievance redressal mechanism. By fostering an environment of trust, respect, and accountability, we aim to enhance the overall experience and satisfaction of our college community. We encourage all members to voice their concerns and work collaboratively towards a positive and harmonious educational environment.



(Dr. Kamal Nayan Patowary)
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