

RISE KRISHNA SAI GANDHI GROUP OF  
INSTITUTIONS, ONGOLE



GRIEVANCE REDRESSAL PROCEDURES

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## Grievance Redressal Procedures for RISE Krishna Sai Gandhi Group of Institutions

### 1. Purpose:

The Grievance Redressal Procedures are designed to provide a structured and transparent process for students, faculty, staff, and other stakeholders to address and resolve grievances effectively within RISE Krishna Sai Gandhi Group of Institutions. This process ensures that grievances are handled promptly, fairly, and in a manner that respects the rights and concerns of all parties involved.

### 2. Definition of Grievance:

A grievance refers to any formal complaint or concern raised by a student, faculty member, staff member, or any stakeholder, pertaining to any aspect of academic, administrative, or general affairs of RISE Krishna Sai Gandhi Group of Institutions.

### 3. Procedure:

#### Step 1: Informal Resolution

Individuals with a grievance are encouraged to first attempt an informal resolution by discussing the matter with the relevant person involved. This could be a faculty member, department head, staff supervisor, or any appropriate authority.

#### Step 2: Department-Level Resolution

If the informal resolution is not satisfactory, the individual can submit a written complaint to the head of the respective department. The complaint should include details of the grievance, relevant evidence, and suggested remedies.

The department head will review the complaint, investigate the matter if necessary, and provide a response within a reasonable timeframe, typically within 7 working days.

#### Step 3: College-Level Resolution

If the grievance remains unresolved at the department level, the individual can escalate the matter by submitting a written appeal to the Dean of Academics or the Dean of Student Affairs, depending on the nature of the grievance.

The relevant dean will review the appeal, conduct further investigation if required, and provide a response within a reasonable timeframe, typically within 7 working days.

#### Step 4: Grievance Committee

- In cases where the grievance is not resolved at the college-level, the individual can request the formation of a Grievance Committee. This committee will consist of faculty members, student representatives, and administrative staff who are not directly involved in the grievance.
- The Grievance Committee will conduct a thorough investigation, hear from all parties involved, and provide a recommendation for resolution to the college administration within 7 working days.

#### Step 5: Final Decision

- Based on the recommendation of the Grievance Committee, the college administration will make a final decision on the grievance.
- The decision will be communicated in writing to the concerned parties, outlining the reasons for the decision and any actions to be taken.

#### 4. Confidentiality and Non-Retaliation:

- All parties involved in the grievance process are expected to maintain confidentiality to protect the privacy of individuals and the integrity of the process.
- No individual will face retaliation for raising a genuine grievance in good faith.

#### 5. Record Keeping:

- A record of all grievances, the steps taken, and the resolutions provided will be maintained by the college administration for future reference and transparency.

#### 6. Review and Continuous Improvement:

- The Grievance Redressal Procedures will be reviewed periodically to ensure their effectiveness and to incorporate any necessary improvements.