

University Grievance Redressal Policy



ITM Vocational University



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UNIVERSITY GRIEVANCE REDRESSAL POLICY

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University Grievance Redressal Policy

PREAMBLE

ITM Vocational University is committed to creating a conducive and impartial environment for academic and professional growth. This Grievance Redressal Policy ensures that grievances raised by students, staff, and other stakeholders are addressed in a fair and transparent manner.

PURPOSE AND SCOPE

The purpose of this policy is to provide a structured mechanism for the resolution of grievances. It encompasses all aspects of university life and aims to enhance trust and satisfaction within the university community.

EXTENT AND APPLICABILITY

This policy applies to all students, faculty, staff, and other stakeholders of the university. It covers grievances related to academic, administrative, and other university-related matters.

DEFINITIONS


- **Grievance:** Any complaint, whether individual or collective, that the complainant believes has adversely affected their rights, privileges, or interests as a member of the university community.
- **Complainant:** A person or group of persons submitting the grievance.
- **Ombudsperson:** An appointed official responsible for addressing grievances within the university.

OBJECTIVES

1. To ensure a prompt and efficient resolution of grievances.
2. To foster a positive and supportive environment within the university.
3. To maintain transparency and accountability in the grievance redressal process.
4. To provide guidance and support to the complainants.

PROCEDURE FOR REDRESSAL OF GRIEVANCE

1. **Submission of Grievance:** Grievances must be submitted in writing through the designated channels, including an online portal, email, or physical submission.
2. **Acknowledgment:** The grievance will be acknowledged within 3 working days.
3. **Preliminary Review:** A preliminary review will be conducted to determine the validity and seriousness of the grievance within 7 working days.
4. **Investigation:** A detailed investigation will be carried out by the designated committee, involving interviews, document reviews, and other relevant procedures.



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be communicated to the complainant within 30 working days.

6. Appeal: If the complainant is dissatisfied with the resolution, they may appeal to the Ombudsperson.

TYPES OF GRIEVANCES

i. Academic Related

- Issues pertaining to examinations, results, and assessments.
- Complaints about teaching methods and academic resources.

ii. Extension and Extra-Curricular

- Grievances related to the organization and management of extra-curricular activities.

iii. Amenities & Maintenance

- Complaints regarding the maintenance and availability of university amenities such as libraries, laboratories, and sports facilities.

iv. Placement & Internships

- Issues related to the placement process, internship opportunities, and career guidance services.

v. General Administration

- Grievances related to administrative services, including registration, fee payment, and records management.

vi. Hostel Facilities

- Complaints about the quality of hostel facilities, accommodation, and related services.

vii. Other Related Issues

- Any other grievances not covered under the above categories but affecting the university community.

EXCLUSIONS

- Anonymous grievances or complaints.
- Grievances based on events that occurred more than 6 months before the date of submission.
- Matters currently under litigation or external adjudication.

APPELLATE AUTHORITY/OMBUDSPERSON

A. Functions of Ombudsperson



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2. To ensure that the grievance redressal process adheres to university policies and principles of natural justice.
3. To provide recommendations for policy improvements.

B. Procedure for Redressal of Grievances by Ombudsperson

1. Submission of Appeal: Appeals must be submitted in writing within 15 working days of the initial resolution.
2. Review: The Ombudsperson will review the appeal, including all related documentation and the findings of the initial investigation.
3. Hearing: If necessary, the Ombudsperson may call for a hearing with the complainant and other relevant parties.
4. Decision: The Ombudsperson will make a final decision within 30 working days of receiving the appeal and communicate it to all parties involved.

AMENDMENTS

The University reserves the right to amend this policy periodically to ensure its effectiveness and alignment with best practices. Amendments will be communicated to all stakeholders through official channels.



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