

Document	Policy and Procedures Manual		PSGR Krishnammal College for Women		
Department	Human Resources				
Doc Code	HR/P&P/10	Issue No	1	Page No.	1 of 3
Issue Date.	1 st April 2020	Effective Date	1 st April 2020		
Supersede No.		Review Date	15 th April 2021		
Topic	Grievance Policy				

1. Purpose

Institution seeks to provide a supportive educational, training and professional environment. The Institution provides several avenues of redressal for individuals who believe they have been treated unfairly. The purpose of this procedure is to provide a formal mechanism to resolve grievances of employees. This procedure is only to be used to resolve serious matters which meet the definition of a "grievable" matter and cannot be resolved through informal discussions or processes and is only to be applied after reasonable efforts have been made to settle the dispute informally.

2. Scope

This procedure applies to current Institution employees of various cadres. (each, a "grievant").

3. Policy

- 3.1. A "grievable" matter is a complaint that a grievant has been directly and adversely affected in his / her education, training, or professional activities as a result of an arbitrary and capricious act, or failure to act, or a violation of Institution policy or procedure by the Institution or anyone acting officially on behalf of the Institution, other than the matters exempted below.
- 3.2. The following matters are not grievable and are specifically excluded from consideration under this procedure:
 - 3.2.1. Complaints alleging discrimination or harassment on the basis of sex, gender, marital status, pregnancy, race, color, ethnicity, national origin, age, disability, religion, sexual orientation, gender identity or expression, veteran status, or other legally protected characteristics, sexual misconduct, domestic violence, dating violence, or stalking; or that are otherwise within the purview of the Institution's Prevention of Sexual Harassment Committee ("POSH"). Grievant with such complaints are to be referred to POSH.
 - 3.2.2. Complaints pertaining to general levels of salary, fringe benefits, or other broad areas of financial management and staffing.
 - 3.2.3. Complaints that do not involve the grievant's educational, training, or professional activities or institutional responsibilities.
 - 3.2.4. Complaints, the resolution or remedy of which would conflict with an Institution policy, a policy of UGC norms, University, State, or local Law or Regulation, to which the Institution is a party.

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- 3.2.5. Complaints pertaining to subject matter within the purview of another Institution policy or procedure. For example, disputes involving grades, promotions, disciplinary action, and matters covered by the UGC / University Policy Manual are not grievable.

3.3. Composition of the Grievance Committee

Grievance Committee consists of members: Principal of the Institution, HR Department, HOD of the concerned department, adhoc members if required. Committee members may be re-appointed as and when required. One of the members shall be appointed as Chair

Whenever a grievance is submitted, committee may appoint one or more adhoc members if necessary. For any grievable matter addressed by the Committee, the Committee will be composed of an odd number of members. The grievant may request that the Committee can replace one or more members of the Committee if the grievant can reasonably show a bias or conflict of interest within 5 days of being informed of the composition of the Committee.

4. Grievance Procedure

The steps to be followed in filing a grievance are described below. At every stage, the grievant may discontinue this procedure if he/she believes that the conflict has been successfully resolved.

- 4.1. The grievant must submit a written grievance to the appropriate department Head if the grievant is a faculty member or directly to the HR Head if the grievance is initiated against the Department Head. The grievance must be submitted within 30 days of discovery of the decision or event leading to the grievance or the conclusion of an informal dispute resolution process, whichever is later.
- 4.2. A delay in the filing of the grievance may constitute grounds for rejection of the grievance. The written grievance should include a) a description of complaint, b) the name of the person(s) against whom the grievance is initiated, c) a description of any informal attempts at resolution, d) a description of the remedy sought, and e) any other information the grievant believes to be relevant. The grievant should attach any relevant documentation. The department Head will forward the grievance and documentation to the Committee for consideration. In case, the grievance is against the Department Head, the grievant will directly hand over the written grievance to HR Department.

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- 4.3. The standing Committee will determine whether the grievance presents a grievable issue. If the Committee decides that the matter is not grievable, the Committee will dismiss the grievance and provide written notification to the grievant stating the reasons for such decision. Such decision shall be final and may not be appealed. If the Committee determines that the matter is grievable, the Committee will appoint ad hoc member(s). The Committee will provide written notification to the parties and assemble the relevant documentation and facts. The Committee may interview and / or request additional information from the grievant, the individual against whom the grievance is initiated, witnesses, and relevant personnel. The Committee will formulate its findings and recommendations based on the majority vote and will forward its recommendation in writing to the Chair.
- 4.4. The Chair will inform the parties to the grievance in writing of his/her decision and the reasons for the decision. The Chair decision is final and binding on all parties to the grievance.

5. Administration

A good faith effort will be made to complete the process within 90 days, but this time frame may be extended as reasonably necessary. Legal counsel for any party may not participate in meetings or deliberations pursuant to these procedures. The Office of the General Counsel will not act as the prosecutor or defender of any party, but will act as an impartial legal advisor if necessary.

<i>Particulars</i>	<i>Prepared By</i>	<i>Approved By</i>
Name	Mrs.Thelma Anto	Mrs.R Nandini
Designation	Head – HR	Chairperson
Signature		