



Grievance Redressal Policy

This Grievance Redressal Policy is a formal document that outlines the procedures, principles, and mechanisms through which individuals or entities can raise and resolve complaints, disputes, or grievances within the organization. This policy aims to ensure fairness, transparency, and prompt resolution of issues to maintain a positive working or operational environment. Here are key components included in a Grievance Redressal Policy:

Scope:

This policy is applicable to all the educational institutions running under Atmiya Group of Institutions managed by Sarvodaya Kelavani Samaj viz. Atmiya University, Shri M. & N. Virani Science College (GIA), Shree Atmiya Shishu Vidyamandir, Shri Sarveshwar Vidyamandir, Shri H. L. Gandhi Vidyavihar School (GIA).

Objective and Purpose:

The objective and purpose of this policy is ensuring a fair and transparent process for addressing grievances, promoting a healthy work environment, and preventing conflicts from escalating. This will contribute to a positive organizational culture, improve stakeholder satisfaction, and help prevent the escalation of disputes or conflicts within the organization.

Principles and Values:

The guiding principles of the grievance redressal process are impartiality, confidentiality, fairness, and timeliness.

Involvements:

This policy involves the complainant, respondent, designated authorities, and support personnel.

Confidentiality and Privacy:

Emphasis is given to the importance of maintaining the confidentiality of the grievance, protecting the privacy of all parties involved, and preventing retaliation.

Grievance Submission:

Submitting a grievance by the complainant should be through the designated channels to the grievance redressal committee (online forms, email, in-person) within time limits, and with all required documentation.

Initial Review and Acknowledgment:

The grievances will be initially reviewed to determine their validity and whether they fall under the scope of the policy.

The complainants will receive acknowledgment of their grievance submission through the return channels (email, in-person).





Investigation Process:

The investigation of the grievances will include interviews, document reviews, and evidence gathering.

Resolution Options:

Depending on the results found from the investigation process, resolution such as mediation, conciliation, arbitration, or formal adjudication. Attempt of informal resolution before formal processes may be initiated.

Appeals Process:

If the complainants is not satisfied with the resolution, he/she can file an appeal to the appeal committee.

Decision and Communication:

After the Investigation and appeal (if done), the final decision on the grievance will be communicated to all relevant parties.

Training and Awareness:

The training and awareness programs will be organized to educate employees, stakeholders, and relevant personnel about the grievance redressal policy and procedures.

Continuous Improvement:

This policy will be regularly reviewed and improved based on feedback and evolving needs.

Non-Retaliation:

Emphasis is given on the aspect that individuals who raise grievances should not face any form of retaliation, discrimination, or victimization for doing so.

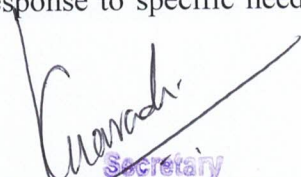
External Escalation:

External avenues for addressing grievances, such as ombudsman services, regulatory bodies, or legal recourse will be taken as and when required.

Review and Updating Policy:

Policy will be reviewed annually to measure its impact and effectiveness. It will be updated based on the resolution taken in the review meeting. However under extraordinary circumstances, the managing trust can amend the policy as in response to specific needs or demands.




Secretary
Sarvoday Kelavani Samaj
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