

GRIEVANCE REDRESSAL COMMITTEE

The **Grievance Redressal Committee** aims to provide a fair, transparent, and accessible process for resolving complaints or grievances raised by students, faculty, or staff. Its purpose is to address issues related to academic concerns, interpersonal conflicts, discrimination, harassment, or administrative inefficiencies. The committee ensures that grievances are heard in a timely and impartial manner, providing resolution through investigation, mediation, or other appropriate actions. It strives to maintain a positive environment within the institution by upholding the rights of all individuals and promoting fairness and justice for all stakeholders.

Grievance Redressal Members:

S.No	Name	Designation	Role
1	Rev. Fr. Dr. P. Anthony Vinay	Director	Chair Person
2	Dr. AJ Praveen Kumar	Professor	Co-ordinator
3	Dr. S. Preethi Priscill	Associate Prof	Member Faculty
4	Dr. K. Srivani	Associate Prof	Member Faculty
5	Dr. D.Sathish Kumar	Associate Prof	Member Faculty
6	B. Anusha	Assistant Prof	Member Faculty
7	P.Valentina Dior	Assistant Prof	Member Faculty
8	P. Arogya Anand Kumar	Assistant Prof	Member Faculty
9	Rekulapally Srikanth Reddy	Student	Member Student
10	Kedari Mohan Krishna	Student	Member Student

Committee Responsibilities:

Key Areas of Focus	Details
Grievance Registration	<ul style="list-style-type: none">- Set up clear, accessible channels for students, staff, and faculty to file grievances (e.g., online forms, grievance boxes, emails).- Ensure that grievances can be submitted anonymously if desired.
Grievance Investigation	<ul style="list-style-type: none">- Investigate the nature of each grievance impartially.- Gather facts, witness statements, and relevant documents to understand the full scope of the grievance.
Timely Resolution	<ul style="list-style-type: none">- Ensure that grievances are resolved within an appropriate time frame (e.g., within 15-30 days depending on the severity of the grievance).- Provide a transparent process for resolution.
Conflict Resolution	<ul style="list-style-type: none">- Act as mediators in conflicts between students, staff, or faculty.- Facilitate discussions to help the concerned parties come to a mutually acceptable resolution.
Policy Development and Review	<ul style="list-style-type: none">- Advise on the development or review of policies related to grievance redressal (e.g., anti-discrimination, harassment policies, academic grievances).

	<ul style="list-style-type: none"> - Ensure that policies are fair, clear, and widely communicated to all stakeholders.
Protection from Retaliation	<ul style="list-style-type: none"> - Ensure that no individual faces retaliation for lodging a grievance (e.g., academic penalty, harassment). - Create a safe and supportive environment for complainants.
Confidentiality	<ul style="list-style-type: none"> - Ensure that grievance information is kept confidential, with only those directly involved in the resolution process privy to the details of the complaint.
Awareness Campaigns	<ul style="list-style-type: none"> - Promote awareness of the grievance redressal process across the campus through workshops, seminars, and digital platforms.
Feedback Mechanism	<ul style="list-style-type: none"> - Implement a system to gather feedback from individuals who filed grievances to assess the effectiveness of the resolution and improve the process.
Report and Review	<ul style="list-style-type: none"> - Regularly review grievance data to identify patterns or systemic issues within the institution. - Report on grievance redressal activities to the institution's leadership, including resolutions and any trends in grievances filed.

Rev Fr Dr P Anthony Vinay Kumar
Director
St. Mary's Centenary College of Management