

Grievance Redressal Policy – Faculty/Staff

I. POLICY STATEMENT

This Policy is intended to provide a fair, internal process for resolving disputes that arise between faculty or academic staff members and administrators. The formal procedures described in this Policy are intended to be used only when matters cannot be resolved informally. A faculty or staff member who feels aggrieved should first seek an informal resolution at the department, or school level before filing a formal grievance under this Policy.

Grievance Redressal Mechanism for faculty and staff of GU

The Grievance Redressal cell at the University aims at developing a responsive and accountable attitude amongst all stakeholders in order to maintain a harmonious atmosphere at the University.

The Grievance redressal cell is constituted for the redressal of the problems reported by the faculty and staff of the University with the following objectives.

- Upholding the dignity of the university by ensuring a strife free atmosphere and promoting cordial relationships.
- Encouraging faculty and staff to express their grievances fairly and freely without any fear of being victimized.
- Advising faculty and staff to respect the rights and dignity of one another and show restraint and patience whenever a rift or interpersonal issue arises.
- Advising faculty members to refrain from inciting students or other faculty and staff members.
- Advising faculty member to refrain from vindictive action

II. DEFINITIONS

- A. Grievance: A written complaint filed by a faculty or staff member alleging a violation of University, college, department, or school, or policy or established practice.

- B. Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, or instructor, including those with fixed-term and visiting status.
- C. Staff: A full time non teaching employee of the university including, library , registrar office, examination office , laboratory staff and other administrative staff
- D. Policy: A written statement of principles and procedures that govern the actions of faculty, staff, and administrators, including written rules, bylaws, procedures, or standards.
- E. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit that are usually unwritten but of longstanding duration, and for whose existence the grievant can offer evidence.
- F. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

III MECHANISM FOR REDRESSAL OF GRIEVANCES OF FACULTY AND STAFF

- The following two tier approach for grievance redressal is constituted at the university.
- SCHOOL LEVEL GREIVANCE COMMITTEE
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- UNIVERSITY LEVEL GRIEVANCE COMMITTEE

COMPOSITION OF THE SCHOOL LEVEL GRIEVANCE REDRESSAL COMMITTEE

The school level grievance committee shall have the following compositions

- (i) The school dean/principal/HOD (Chairman/chairperson)
- (ii) 3 senior faculty as members

COMPOSITION OF THE CENTRAL GREIVANCE REDRESSAL COMMITTEE

1. Pro- Vice Chancellor/Dean Academics (In chair)
2. Dean or Departmental Head
3. Senior Professor/s
4. Director HR

IV SCOPE OF THE GRIEVANCE COMMITTEE

The committee shall deal with grievances received in writing about any of the following matter:

- Academic issues including course allocation workload, examinations, question paper setting and moderation, websim related issues, adherence to academic schedules , plagiarism
- Interpersonal Issues and Interpersonal conflicts
- General: Insubordination, violation of University schedules, impersonation, any other form of malpractice.

Sexual Harassment: All complaints of sexual harassment shall be referred by the Central Grievance committee to the University level Committee for Prevention of Sexual Harassment.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the academic council , board of studies and executive council

V GRIEVANCE PROCEDURE

A faculty or staff member may file a formal grievance that alleges a violation of University, department, school, policy or established practice.

A faculty /staff member who feels aggrieved may discuss his/her complaint in a confidential meeting with his head of department or dean.

To file a grievance, an individual faculty or staff member must submit a written, signed statement (the "grievance") to the Central Grievance Committee or School level Grievance committee. The grievance must contain the following information:

1. the specific policy or established practice that has allegedly been violated;
2. the date of the alleged violation and the date on which the grievant became aware of the alleged violation;
3. the facts relevant to the alleged violation;
4. the person(s) against whom the grievance is filed and

5. The redress sought.

The grievant must also submit any documents to the grievance.

VI The school level Grievance Committee or the Central Grievance committee shall verify the following:

1. Whether the grievance has been filed in a timely fashion;
2. Whether the grievance adequately identifies the existing policies and/or established practices alleged to have been violated
3. Whether the grievance contains a reasonably adequate statement of the facts relevant to the complaint.

VII GRIEVANCE ENQUIRY: PROCEDURES

1. Enquiry shall be scheduled as expeditiously as possible and with due regard for the schedule of both parties.
2. The chairman of the committee shall provide written notice of the time and place of the enquiry, the names of panel and copies of any documents submitted by the parties and deemed relevant, to each party at least three (3) days before the hearing/meeting.
3. The enquiry meeting shall be conducted in good faith and must be completed within 7 calendar days unless the chairman determines that an extension of time is necessary.
4. Minutes of the enquiry shall be maintained. A party may request and obtain a copy minutes.
5. The privacy of confidential records used in the enquiry shall be respected.
6. All parties may present their cases in person and may call witnesses on their behalf.
7. A party may elect not to appear, in which event the enquiry will be held in his or her absence. Absence of a party shall not be prejudicial to the enquiry.
8. The grievant has the responsibility of proving that there has been a violation of policy or established practice. The committee shall decide whether the preponderance of the evidence supports the allegations made by the grievant.

9. The Committees shall resolve any issues raised by the parties, after providing each party the opportunity to be heard on such matters.
10. When an enquiry panel sustains an allegation made in a grievance, it shall recommend appropriate redress consistent with existing policies, procedures, and practices.
11. In case a grievance is received against any of the members of the Central Grievance committee, then the Vice Chancellor, Pro Vice Chancellor Academics and Advisor to Chancellor shall conduct the enquiry and submit the report to the Chancellor.

While dealing with complaint, the committees will observe the law of natural justice.

It is important to point out here that while giving a decision on any grievance the relevant provisions of Act/Regulations should be kept in mind and no decisions should be taken in contradiction of the same.