



Auxilium College (AUTONOMOUS)

(Accredited by NAAC with A⁺ Grade with a CGPA of 3.55 out of 4 in the 3rd Cycle)

Gandhi Nagar, Vellore - 632 006,
Tamil Nadu, South India.

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GRIEVANCE-REDRESSAL POLICY

Introduction

Grievances may be real or imagined, but in either case, it is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Grievances are feelings of injustice or dissatisfaction affecting an employee or student. Auxilium College regards it important that all its students and employees will have sufficient knowledge of such procedure and easy access to it. To this effect, Auxilium College has formulated a grievance procedure, which has as its main objective the speedy resolution of grievances and thereby eliminating possible and unnecessary causes of conflict.

Objectives

- (i) The Grievance Procedure is aimed to resolve work-related grievances within Auxilium College as fairly and as swiftly as possible.
- (ii) Employees and Students may lodge grievances without fear of victimization.
- (iii) Grievances should be resolved at the lowest possible level within the College.
- (iv) A student can lodge grievances with Deans/HOD of respective departments.
- (v) Any Staff or Student lodging grievances has the right to approach the Secretary directly.
- (vi) Any Staff or Student can express in writing her grievance and drop it in the box and or send it by Email.
- (vii) Records are to be maintained with all the statements and decisions.
- (viii) This Procedure is not used for appeals against disciplinary action which will be carried out according to the Disciplinary and Appeal Procedure and Code.

Procedure and Guideline

The Grievance Procedure will be implemented as follows:

Step 1: Dean/HOD

- (a) In step 1, the student/staff must discuss her grievance with her Dean/HOD in the event of a grievance.
- (b) The Dean/HOD must endeavour to solve the problem within two (2) working days and inform the student/Staff.
- (c) Should the student/staff not be satisfied with the outcome, the Dean/HOD will refer the case to Principal/Vice-Principals (Step 2).

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Step 2: Principal/Vice-Principals

- The Principal/Vice-Principals shall endeavour to solve the problem within two (2) working days and inform the student/staff.
- Should the student/staff not be satisfied with the outcome, the Principal/Vice-Principals will refer the case to the Secretary (Step 3).

Step 3: Secretary

- The matter is referred to the Secretary by handing her the grievance details together with any other further relevant written information.
- The Secretary shall convene a grievance hearing and attempt to resolve the matter within ten (10) working days by discussing with the Board of Management and informing the student/staff.
- Should the student/staff not be satisfied with the outcome, the Secretary will refer the case to the Chairperson (Step 4).

Step 4: Chairperson

- The matter is referred to the Chairperson by handing her the grievance details and the decisions taken at each level.
- The Chairperson will study the matter with the Secretary and resolve it within fifteen (15) working days and will inform the Secretary and that decision will be final.

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