

# **NALBARI COMMERCE COLLEGE**

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## **Policy Document on Grievance Redressal**

## **Grievance Redressal Policy**

### **Nalbari Commerce College, Nalbari**

#### **Introduction:**

In every higher educational institution, it is essential to address and resolve grievances from students, staff, and other stakeholders to maintain a positive and conducive teaching-learning environment. Grievances, if left unchecked, can lead to dissatisfaction, conflict, and a negative atmosphere. Nalbari Commerce College, Nalbari, recognizes the importance of effective grievance redressal to ensure fairness, transparency, and accountability within the college.

To address this, the college has established a Grievance Redressal Committee, which serves as a dedicated body responsible for resolving complaints or concerns raised by students and staff. The college is also committed to addressing specific issues through specialized bodies such as the Anti-Ragging Committee and Anti-Sexual Harassment Cell, which work proactively to ensure that grievances related to ragging or sexual harassment are handled appropriately and promptly. All these committees have been constituted under the guidelines issued by the University Grants Commission (UGC) and other relevant regulatory bodies.

The objective of the Grievance Redressal Policy is to establish a framework that provides a fair and transparent mechanism for resolving grievances and ensuring that the interests of students, staff, and other stakeholders are protected.

#### **The objective of the Policy:**

The Grievance Redressal Policy of Nalbari Commerce College aims to:

1. **Resolve Grievances:** To address the issues or complaints lodged by students and staff, determine their merits, and take necessary actions to resolve them.
2. **Ensure Prompt Action:** To ensure that complaints are dealt with in a timely, impartial, and transparent manner, with due consideration for sensitivity and fairness.
3. **Maintain Institutional Dignity:** To uphold and protect the dignity and reputation of the institution by addressing grievances effectively and fostering a harmonious and healthy atmosphere among students, faculty, and other stakeholders.
4. **Promote a Positive Environment:** To maintain a conducive and supportive teaching-learning environment by proactively addressing concerns and promoting a culture of mutual respect and understanding.

## **Policy Formulation and Implementation**

The process for lodging grievances and the method of redressal is designed to be inclusive, transparent, and easily accessible to all stakeholders. The policy outlines the following steps:

### **1. Lodging Complaints:**

Students and staff who wish to file a grievance can do so through multiple channels:

- a. **Verbal Submission:** A grievance can be submitted in person to any member of the Grievance Redressal Committee.
- b. **Telephone Communication:** Complaints can also be made over the phone to any member of the committee or to the principal.
- c. **Email Submission:** If a student or staff member is unable to appear in person, they can email the grievance to the Grievance Redressal Committee or the Principal.
- d. **Complaint Box:** A **Suggestion/Complaint Box** is installed in front of the principal's office, where anonymous grievances can be dropped.

### **2. Initial Assessment:**

Upon receipt of a complaint, the Grievance Redressal Committee will conduct a preliminary discussion to assess the merit of the grievance. The committee will determine whether the grievance falls within its jurisdiction and evaluate its seriousness.

### **3. Formal Review:**

After an initial evaluation, the committee will hold a formal meeting to review the case in detail. If the matter requires further action or higher authority involvement, it will be escalated accordingly.

In cases where the issue pertains to specialized matters such as ragging, sexual harassment, or other specific complaints, the committee will collaborate with the Anti-Ragging Committee or Anti-Sexual Harassment Cell to ensure appropriate action is taken.

### **4. Resolution and Action:**

Once the grievance is assessed, the committee will take appropriate actions to resolve the issue promptly. This may include mediation, counselling, or other forms of intervention.

In case a resolution is not possible at the committee level, the issue may be referred to higher authorities, such as the **Principal** or the **Governing Body** for further examination.

## **5. Follow-Up and Monitoring:**

The committee will monitor the resolution process and follow up with the concerned parties to ensure that the grievance is satisfactorily resolved.

Regular feedback may be solicited from the complainant to gauge the effectiveness of the redressal process and make improvements where necessary.

## **Conclusion**

The Grievance Redressal Committee plays a central role in the maintenance of a healthy and supportive atmosphere at Nalbari Commerce College. By addressing grievances promptly and fairly, the committee ensures that students and staff are treated with respect and that their concerns are taken seriously. The policy encourages an open and communicative environment, where all stakeholders can voice their concerns without fear of retribution.

Timely and effective grievance redressal not only boosts the confidence of the students, faculty, and staff but also enhances the overall reputation of the institution. By fostering a sense of justice, fairness, and transparency, Nalbari Commerce College aims to create a conducive learning and working environment for all its members, contributing to their academic and professional growth.

This policy, in its execution, will strengthen the commitment of the college to upholding the rights and dignity of all individuals associated with the institution, ensuring that their grievances are addressed with care and sensitivity.