

## Grievance Redressal Policy of GCW Bahadurgarh

The college has made a grievance redressal policy for students/employees. The main purpose of the policy is to protect the interests of students, resolve the grievances of students relating to sexual harassment (With Zero tolerance), ragging, academic and non academic disputes, harassment and any dispute between employees within the college campus.

### **Objectives**

1. To maintain harmonious relationship between students in the college.
2. To create such environment in which students can freely express their grievances without fear of discrimination or victimization.
3. To redress the grievances promptly.
4. To counsel the students to refrain from provoking of their fellow students.
5. To protect the interests of reserved categories.
6. To provide a safe environment to students and staff.

Although Ragging in any form is strictly prohibited in the college campus, and if it is brought to notice, immediate counseling and action will be taken by the members of the committee.

The college adopts Zero tolerance policy for sexual harassment. If any case is observed, disciplinary action may be taken against the person concerned.

### Procedure of redressal of grievances

1. An aggrieved student shall submit the complaint in writing to the Principal.
2. The Principal shall forward the complaint to grievance redressal committee.
3. The committee shall hear both the parties impartially and give them the chance to express their views and present the facts before the committee.
4. The committee shall verify the facts.
5. The committee shall counsel both the parties and try to resolve the grievances on the spot.
6. If complainant is not satisfied and other party is found guilty, the matter shall be brought to the notice of the parents of the defaulter students.
7. The committee shall report/recommend the findings to the Principal.
8. The Principal shall take decision on the punishment, according to the seriousness of the dispute.
9. If necessary, the matter shall be forwarded to the concerned higher authorities.