



**GLOBAL ACADEMY OF TECHNOLOGY**  
Autonomous Institution Affiliated to Visveswaraya Technological University  
Approved by UGC, AICTE and Govt of Karnataka



*Office of the Internal Quality Assurance Cell*

# GRIEVANCE CELL POLICY

**Policy Reference No.: GAT/IQAC/HR/GCP/V**

**Release Date:** July 02, 2025 | Wednesday

**Recommending Authority:** Joint Board of Studies

**Ratifying Authority:** Academic Council of the Institution

**Approving Authority:** The Governing Council of the Institution

**Process Owner:** Human Resources Department / Dean (Internal Quality Assurance Cell)

**Date of Approval:** July 02, 2025

**Version:** 3.0

**Proposed timeline for review:** Before commencement of AY 2027-28

## GRIEVANCE CELL

### Context

The Grievance Cell serves as a platform for Teaching Fraternity, and staff to raise concerns, complaints, or grievances related to their academic, administrative, or personal experiences within the institution. We are committed to provide a safe and secure environment to all the teaching, and non-teaching staff. We want to ensure that the environment is free from violence, harassment, and discrimination. Every member is expected to be aware of the commitment to the right to freedom of expression and association, it strongly supports gender equality and opposes any form of gender discrimination and violence.

### Objectives

- Provide a safe and confidential space for individuals to voice their concerns.
- Investigate and address grievances promptly and fairly.
- Prevent and resolve conflicts in a constructive manner.
- Promote a positive and supportive learning and working environment.

### Composition the cell

- The Grievance Redressal Cell (GRC) is constituted for the purpose of redressal of grievances of all involved stakeholders.
- **Senior Teaching Fraternity Representatives:** Members from various departments who are knowledgeable about academic policies and procedures.
- **Management and Administrative Staff:** Members from the management and administration will provide guidance on institutional policies and procedures.
- GRC assures the concerned stakeholders that once a complaint is made, it will be treated with sensitivity and kept confidential.

### Procedures

- **Filing a Grievance:** Individuals can file a grievance in writing or electronically, providing detailed information about the nature of the complaint. They may also approach the members of the GRC and express their grievances.
- **Acknowledgement and Investigation:** The Grievance Cell will acknowledge receipt of the grievance and initiate an investigation.
- **Mediation or Investigation:** Depending on the nature of the grievance, the Cell may attempt mediation to resolve the issue amicably or conduct a formal investigation.

- **Findings and Recommendations:** The Cell will review the evidence, conduct interviews if necessary, and issue findings and recommendations.
- **Resolution:** If the grievance is substantiated, the Cell will work with the relevant parties to implement appropriate corrective measures.
- The Grievance Cell will maintain strict confidentiality of all grievances and the identities of the individuals involved.
- An employee with a grievance shall present it to the Head of the Department in writing for resolution. Where the Head of Department fails to resolve the grievance within a stipulated number of working days, such grievance shall be referred to the HR Department or Principal who shall handle the grievance and shall conclude it within a stipulated number of working days.
- Where the HR / Principal fails to resolve the grievance, such grievance shall be forwarded to Management. They shall resolve the grievance of the employee within the stipulated number of working days from the date of receipt of the grievance from the respective HOD of the Teaching Fraternity/ HR/Principal. The decision of the Committee shall be deemed final. In each of the cases, the employee shall be notified/ intimated by a written communication from the Head of the Department /Principal /HR/ Cell as the case be.