



Shri.Gopinath Mahadeo Vedak Pratishthan's

# G.M.VEDAK COLLEGE OF SCIENCE

(Affiliated to University of Mumbai)

Accredited "B+" Grade by NAAC

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## GRIEVANCE REDRESSAL POLICY

### Introduction

The Grievance Redressal Policy is designed to address the complaints and concerns of students and staff at G. M. Vedak College of Science, Tala. The college is committed to creating a positive environment where grievances are handled in a fair, transparent, and timely manner. This policy ensures that all members of the college community can voice their issues and seek redressal without fear of reprisal.

### Objectives

- To provide a fair and transparent mechanism for redressal of grievances.
- To ensure that all grievances are addressed promptly and equitably.
- To promote a conducive and harmonious atmosphere within the college.
- To enhance the satisfaction and well-being of students and staff by resolving their issues effectively.
- To ensure that the process of grievance redressal is efficient and impartial.

### Functions

- To receive and register grievances from students and staff.
- To investigate the grievances thoroughly.
- To recommend appropriate actions to address the grievances.
- To ensure that the resolution of grievances is communicated to the complainant in a timely manner.
- To monitor and review the effectiveness of the grievance redressal mechanism.

### Procedure for Submitting Grievances

- **Submission of Grievance:** Grievances can be submitted in writing through the Grievance Redressal Form available at the administrative office or online through the college website.
- **Acknowledgment:** Upon receipt of the grievance, an acknowledgment will be sent to the complainant within one week.
- **Confidentiality:** The grievance will be handled with utmost confidentiality to protect the privacy of the complainant.
- **Investigation:** A thorough investigation will be conducted to gather all relevant facts and evidence.

- **Resolution:** Based on the findings of the investigation, appropriate actions will be recommended to resolve the grievance.
- **Communication of Resolution:** The resolution will be communicated to the complainant within 15 working days of the investigation's conclusion.
- **Appeal:** If the complainant is not satisfied with the resolution, they may appeal to the Grievance Redressal Committee within one week.

### **Monitoring and Review:**

- The GRC will monitor the implementation of the recommended actions and review the grievance redressal mechanism periodically to ensure its effectiveness.
- Feedback from students and staff will be solicited to improve the process continuously.

By adhering to this Grievance Redressal Policy, G. M. Vedak College of Science, Tala aims to foster a supportive and fair environment for all its members, ensuring that grievances are resolved efficiently and justly.

### **Note:**

- The decision of the Grievance Redressal Committee in such matters is final and there shall be no further appeal in the matter.
- The committee will recommend appropriate action against complainant(s) if complaints made are found to be baseless or trivial



A handwritten signature in blue ink, appearing to read "Vijay M. Sarode".

**PRINCIPAL**

**Dr. Vijay M. Sarode**

M.Sc (Stats.), C.P.S., Ph.D. (Stats.), D.Litt. (Hon.)

**PRINCIPAL**

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