

Faculty/ Staff Grievance Redressal

The College has a Faculty/Staff Grievance Redressal Committee. This cell aims to look into the complaints lodged by any staff and redress it as per requirement.

Overview

An employee may present his/ her grievance through the steps set forth below. Further Information

Grievance

The term “**grievance**” shall mean:

- A claimed violation, misinterpretation or misapplication of the rules and regulations of Naipunnya affecting the terms and conditions of employment
- A complaint may be raised by an employee against a fellow employee, supervisor or against the employer.
- A complaint may be raised related to any violation, improvement defects or requirement of infrastructure or facilities

Functions of the committee:

- To receive written complaints or emails from teaching, non-teaching staff regarding any kind of grievances and suggest appropriate remedies.
- Additionally the committee will look into grievance members in the following domains:
 - ✓ Work Environment
 - ✓ Faculty Co-ordination
 - ✓ Work overload
 - ✓ Hygiene
 - ✓ Transportation
- To forward recommendations to the Principal for consideration and necessary action

Committee Members:

SL. No	Name	Designation
1	Dr. Jacob P M	Director/Principal
2	Fr. Jimmy Kunnathoor	Management Representative
3	Ms Nayana S	Faculty member (Convener)
4	Mr. Amson Symon	Faculty member
5	Ms Savitha Baby	Staff
6	Mr. Sanith Joseph	Staff

Committee Composition:

The Committee is formed with Principal, one management representative (Assistant Executive Director), 2 faculty members (male and female), two staff members (male and female). The term of the committee members is 3 years. The senior faculty member serves as the convener of the Grievance Redressal Committee.

Committee Members responsibilities:

- Arranges the meeting for the committee members periodically.
- Maintains minutes for every meeting held with committee members.
- Make resolutions during gathering of committee members.
- Provides environment for lodging the complaints from the staff.
- Furnish report on grievance redressal position to the principal.
- Every grievance is expected to be resolved within a reasonably period.

Procedure for lodging a complaint:

- ✓ A faculty/staff may present his/her grievance orally and in writing to the convener not later than 60 days after the grievance arose. The convener to whom the grievance is presented may discuss the matter with higher-level supervisors settle the grievance.
- ✓ If the faculty/staff is not satisfied with the decision of the committee or fails to receive an answer from him/her within five (5) working days, the employee will take the grievance to the Director of Human Resource Development within 10 working days after the presentation of the grievance in Step 1.
- ✓ The Director of Human Resources shall send a copy of the grievance to the Grievance Redressal Committee. The grievance shall be responded to by the Grievance Committee within 5 working days after such filing. The Director of Human Resource Development, along with the Grievance Redressal Committee members will attempt to resolve the grievance through conference, negotiation and agreement. The decision of the Grievance Redressal Committee shall be in writing with copies sent to the employee.
- ✓ The grievant has the right to appeal the determination of the Director of Human Resources to the Executive Director by filing a written statement of such appeal within 5 working days after the issuance of the decision in Step 2. The Executive Director or his/her designee, the Director of Human Resources, and the grievant will attempt to resolve the grievance through conference, negotiation and agreement. The Executive Director or his/her designee shall issue his/her determination within 5 working days subsequent to the conference.

Procedure for redressal of grievances:

- While dealing with the grievance, the committee at all levels will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
