

Grievance Redressal Committee

Composition of the Grievance Redressal Committee (GRC)

The composition of the Grievance Redressal Committee (GRC) in a college typically includes the following members:

1. Chairperson: A senior faculty member nominated by the principal.
2. Convener: A faculty member nominated by the principal.
3. Members: Three to five members from teaching and non-teaching staff, including at least one female member.

The **Grievance Redressal Committee** (GRC) is responsible for addressing complaints related to academic and non-academic issues of students, faculty, and staff in the institution. Here are the roles, responsibilities, and activities of a GRC Committee:

Roles and Responsibilities:

1. Addressing complaints related to academic and non-academic issues of students, faculty, and staff
2. Ensuring that complaints are resolved in a timely, fair, and transparent manner
3. Investigating complaints thoroughly and impartially
4. Providing support and counseling to complainants
5. Taking appropriate action to resolve complaints, such as mediation, conciliation, or referral to other committees or authorities
6. Maintaining records of complaints and their resolutions
7. Coordinating with other committees and authorities to resolve complex or serious complaints
8. Reviewing and monitoring the institution's policies and procedures related to grievance redressal
9. Creating awareness among students, faculty, and staff about the grievance redressal mechanism
10. Ensuring confidentiality and protection from retaliation for complainants.

Activities:

1. **Grievance redressal workshops:** The GRC may organize workshops to educate students and staff members about the grievance redressal process and how they can file a complaint if they have any grievances.

2. **Open forums:** The GRC may organize open forums where students and staff members can come and discuss their grievances or concerns with the committee members. This can help create a more transparent and accessible grievance redressal process.
3. **Feedback surveys:** The GRC may conduct feedback surveys to gather feedback from students and staff members about their experience with the grievance redressal process. This can help the committee identify areas for improvement and make necessary changes.
4. **Awareness campaigns:** The GRC may organize awareness campaigns to promote the grievance redressal process and encourage students and staff members to come forward with their grievances. These campaigns can be done through posters, flyers, and social media.
5. **Regular meetings:** The GRC may hold regular meetings to discuss ongoing grievances and track progress on resolving them. This can help ensure that grievances are resolved in a timely and efficient manner