

Policy of Staff Grievance

Preamble:

Janata Shikshan Sanstha's Kisan Veer Mahavidyalaya, Wai is committed to promoting and maintaining good employee relations and fostering the commitment and morale of staff. The College recognises that from time to time employee grievances will arise and it has put in place procedures to facilitate examination and early resolution of grievances with the intention of expediting the restoration of positive working relationships.

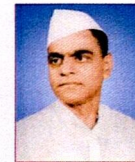
- A grievance may be defined as a complaint which an employee(s) has concerning his or her terms and conditions of employment, working environment or working relationships.
- The purpose of the grievance procedure is to enable employees to raise complaints concerning work-related matters which fall within the scope of the Policy so that the issue may be addressed promptly and as close as possible to the point of origin without disruption to the business of the College.
- All policies, guidelines and protocols of the College will reflect the College's commitment to the promotion of equality and will be fully compliant with the provisions of prevailing equality legislation.

Scope of Policy and Procedure

This Policy and related procedures are applicable to grievances raised by employees of Kisan Veer Mahavidyalaya, Wai

The types of issues which are appropriate for referral under this procedure include:

- Allocation of work;
- Assignment of duties;
- Granting of all forms of leave, e.g. annual leave, compassionate leave, study leave
- Interpretation and application of national/local agreements;
- Access to training;
- Health and safety issues;
- Relationships with work colleagues;
- Organizational change/new working practices



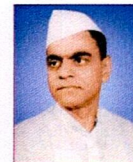
Responsibilities:

- It is the responsibility of all employees to seek to resolve grievances, complaints and concerns in as constructive manner as possible, informally if appropriate or by invoking relevant formal procedures if necessary. All employees are required to comply with the provisions of the Staff Grievance Policy and Procedures.
- It is the responsibility of each Head of Department to deal promptly and fairly with complaints raised by employees under this Policy and in accordance with the procedures set out in this document. Where a complaint is not upheld, it is the responsibility of the Coordinator of Staff Grievance Redressal Committee considering the grievance to provide the employee with a clear explanation as to how the decision was reached. Heads of Departments are expected to handle complaints in a manner that respects the right of the employee to air his/her grievances and to seek redress without fear of reprisal. Heads of Departments must respect the employee's right to exercise his/her statutory entitlement to seek redress by co-operating fully with proceedings and maintaining normal working relationships. Heads of Departments have a duty to ensure that no employee suffers detrimental treatment as a result of making a complaint either internally or to a third party.
- It is the responsibility of Staff Grievance Redressal Committee to promote awareness of the Staff Grievance Policy and Procedure as a mechanism for addressing concerns and resolving disputes and to make training and advice available to the staff with responsibility for processing and investigating grievances.
- It is the responsibility of the College's Administrative Office to oversee the implementation of this Policy and Procedures.

Grievance Procedure – General Principles:

The following general principles apply to all stages of the grievance procedure:

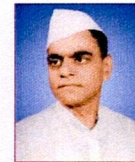
- Every effort will be made to address complaints quickly and fairly and at the lowest level possible at which the matter can be resolved.
- Grievances should be dealt with promptly by the employee's immediate head. Where the immediate head is the subject of the grievance or the subject of the grievance hold a position of greater seniority than the immediate head then the matter will be dealt with by the next appropriate level of administration.



- Upon receipt of a grievance, the Coordinator should establish the facts. An agreed record should be made of the issues raised and discussed.
- Employees have the right to be accompanied by a colleague or union representative at all formal meetings which they attend under the grievance procedure.
- A Head of Department hearing a grievance may be accompanied at all formal meetings by the Coordinator of Staff Grievance Redressal Committee.
- A grievance hearing cannot be used as an opportunity to address shortcomings in an employee's work standards, conduct or attendance. Any such shortcomings must be dealt with through informal counseling or under the progressive stages of the disciplinary procedure.
- While every effort will be made to adhere to prescribed time limits, these may be extended at any stage in exceptional circumstances or to ensure completeness of the process.
- All stages of the grievance procedure must be exhausted before any other action is taken by an employee.
- An employee will not be penalized in any way for making a complaint in good faith regardless of whether or not the complaint is upheld.
- The College will take all reasonable steps to protect the parties involved in these procedures from intimidation, victimization or discrimination resulting from raising a grievance under this procedure.

Informal Grievance Procedure:

Many complaints are capable of being resolved on an informal basis without recourse to the formal grievance procedure. Before invoking the grievance procedure the employee may raise the matter informally with his or her Head of Department. If the complaint relates to the employee's Head of Department, the employee may discuss the matter informally with the next appropriate level of administration. If the matter has not been resolved satisfactorily through informal discussions or where the employee does not wish to use the informal procedure, she/he may raise a formal grievance under the grievance procedure.



Formal Grievance Procedure:

Stage 1:

An employee who wishes to invoke the formal Grievance Procedure should refer their grievance in writing to their own Head of Department in the first instance. The Head of Department will meet with the employee to discuss the matter not later than five (5) working days following receipt of the written complaint. The employee will be advised in advance of his/her right to be accompanied by a colleague or union representative. The Coordinator hearing the grievance may also meet with the Principal and consider any and all relevant documentation and information. All relevant information gathered during this process will be made available to the complainant and to other directly involved parties as necessary. The Coordinator hearing the grievance will communicate her/his decision within five (5) working days of the initial grievance meeting or in the event that investigation of the grievance necessitates further meetings with the complainant or parties relevant to the complaint, within five (5) working days of the final meeting.

Stage 2:

In the event of a grievance not being resolved at stage 1, there will be no further consideration of the matter within the College. Should the employee be dissatisfied with the final decision and wish to pursue the matter further, she/he may refer the matter to an appropriate third party, e.g. University Staff Grievance Redressal Cell.

Conflicts of Interest:

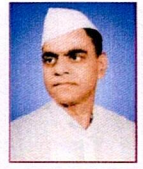
- The person considering the grievance must be in a position of equal or greater seniority to the complainant.
- In the event that an employee's own Head of Department is the subject of a grievance or is otherwise conflicted then the grievance will be referred to the next most senior member of the Staff who is not a party to the complaint or otherwise conflicted.
- In the event that the Coordinator responsible for hearing a grievance at stage 2 of the grievance procedure, due to the nature of reporting relationships, has already considered the grievance at stage 1 or is a party to the grievance or is otherwise conflicted at either stage 1, then the Principal will appoint another staff of equal or greater seniority, who is not a party to the grievance or otherwise conflicted, to consider the grievance.



Janata Shikshan Sanstha's

KISAN VEER MAHAVIDYALAYA, WAI

Internal Quality Assurance Cell (IQAC)



False or Malicious Complaints:

The College will not tolerate vexatious or malicious complaints and will address any complaints of this nature through appropriate procedures including the disciplinary procedure.

Audit and Evaluation:

This policy will be reviewed on a five yearly basis. The Coordinator of Staff Grievance Redressal Committee will initiate the review.

Coordinator
Internal Quality Assurance Cell
Kisan Veer Mahavidyalaya, Wai
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PRINCIPAL
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