



# Mechanism for Grievance Redressal for Students

It is hereby notified for information of all concerned that for the Mechanism for Grievance Redressal for Students of Navrachana University, following members have been nominated for three academic years as Member of Grievance Redressal for Students.

## Grievance Redressal for Students

Sr. No.	Name	Role	Contact Details
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## Policy of Grievance Redressal for Student

The students are the main stakeholder of the Navrachana University. Student growth and development is the top priority of the Navrachana University. If a student has any grievance, it is taken up seriously by the concerned authorities. The University has evolved an elaborate system of grievance redressal of the students. The Students' Grievance Redressal Committees are constituted at University level to deal with the grievances of the students.

## Objectives

The objectives of the Grievance Redressal Policy are:

- To develop an organisational framework to resolve Grievances of Students.
- To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- To enlighten the Students and staff on their duties and responsibilities

- (d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- (e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- (f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy.

It is hoped that minor differences can be resolved without recourse to the process listed below. However, there may be situations where a more formal process may be necessary. This process is intended to settle disputes through mediation and reasoned discussion. It is not intended to supplant the student conduct process, the administrative rules of the University or any provisions of the collective bargaining agreement between the faculty or staff member and the University or any other appeal/grievance already existing within a department. Usually, the resolution of a complaint or grievance involves resolution of the problem/issue; not punishment of those involved. Students who intend to file a complaint or an academic or non-academic grievance must follow the instructions below.

### **Procedures for Complaints or Grievances Not Discussed Below**

More formal alternative procedures exist for situations such as when a student is erroneously denied registration, is erroneously required to pay a fine or penalty, erroneously has money withheld by the university, has been denied the right to amend his/her educational records, is charged with an offense under the student code of conduct, is alleging discrimination on the basis of race, national origin, religion, gender, sexual orientation, age, disabling condition or marital status, or is alleging sexual harassment. For more formal procedures, relating to such situations, consult the Affirmative Action Plan, Sexual Harassment Policy, Consensual Relationships Policy, Student Code of Conduct. Ragging issues are not brought in this committee by the students who are accused of Ragging.

### **Definitions**

#### **A) Informal Complaint**

An informal complaint is defined as an academic or non-academic issue that a student has with a faculty/instructor, staff member, administrator, or department or program of the University.

#### **B) Non-Academic Grievance**

A non-academic grievance occurs when a grievance petition form has been filed because a student believes that he/she has been dealt with arbitrarily, unfairly or in ways which violate established laws, rules, policies or procedures, or past practices by the University as a whole or any unit or agency or function thereof and in a manner that has caused actual harm to the student.

#### **C) Academic Grievance**

An academic grievance occurs when a grievance petition form is submitted because a student believes he/she has been harmed by being treated arbitrarily or unfairly within the context of the course. In order to file an academic grievance, the student must demonstrate actual harm. It does not involve perceived rude treatment, classroom style or general grading policies. For example, the student may not like a particular professor's classroom style or grading practices as a whole, but this does not constitute grounds for a grievance. The student may, however, use the informal complaint process to talk with an administrator about the perception of inappropriate behaviour. The assignment of course grades are at the heart of the faculty member's responsibility. Only the responsible faculty member can judge students' performance in a particular course. Thus, only the responsible faculty member can assign or recommend changes of letter grades for his or her courses.

#### **D) Complainant/Grievant**

A complainant/grievant is an individual who believes his/her rights have been violated.

## **E) Confidentiality**

It is understood that committee members, faculty, staff, and administrators involved in the discussion of complaints or grievances will maintain professional standards of confidentiality. Students should be aware that every effort will be made to maintain confidentiality; however, university officials may be obligated to disclose information to law enforcement or other agencies as required by law.

## **Informal Complaints**

### **A) Resolving a Non-Academic Informal Complaint**

The student must first discuss and attempt to resolve the issue with whomever the issue arose, if at all possible. Please note, this requirement does not apply in cases of alleged sexual harassment, sexual misconduct or discrimination. In those cases, the student should contact the Affirmative Action Officer for guidance. In the event that such an informal discussion is not possible or the issue is not resolved, then the student should contact the School Head/Program Chair to reach an informal resolution. The student must initiate a complaint no later than Seven (7) work days after the alleged incident. The student may be aided by the Office of Student Relations in following procedures correctly. The School Head/Program Chair or appropriate administrator receiving the complaint shall attempt to resolve the matter and report the decision, in writing, to the complainant(s) and respondent(s) via their NUV email address within four (4) work days of receiving the complaint. If the complaint is about a grade, please see the Resolving an Academic Informal Complaint section of this policy.

### **B) Resolving an Academic Informal Complaint**

Given the nature of complaints covered by this procedure, it is expected that in all but the most unusual circumstances, students will first address the issue with the faculty/instructor. In the event this is not feasible, or the student and faculty/instructor have not resolved the issue, the student will contact the School Head/Program Chair within Ten (10) work days after the alleged issue. In instances where there is no School Head/Program Chair, the student should contact the Registrar/Provost. The School Head/Program Chair receiving the complaint shall attempt to resolve the matter and report the decision, in writing, to the complainant(s) and respondent(s) via their NUV email addresses within Twenty (20) work days of receiving the complaint.

## **Grievance**

### **A) Initiating a Grievance**

If the complaint is not resolved informally and the student wishes to continue the process, the student must present a completed grievance petition form to the appropriate authority of the unit in which the alleged violation of rights occurred.

Prior to any grievance action, the complainant(s) must attempt to obtain a satisfactory resolution through the Informal Complaint process. A grievance petition must be filed no later than Seven (7) work days after the informal complaint resolution decision, or if no decision was issued, no later than Ten (10) work days after the applicable decision deadline.

### **B) A Grievance Petition**

An aggrieved student who has any grievances shall have to make complaint on the link given below with all the relevant documents. Submit print copy of the self-attested of " Submitted Grievance Petition Form" along with necessary documents (if any) personally to Registrar Office (Main Building, First Floor) of Navrachana University Vadodara.. On receipt of the complaint, the concerned School shall refer the complaint to the appropriate Student Grievance Redressal Committee along with its comments within 10 days of receipt of the complaint on the link. The Student Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the concerned school and the aggrieved student. An aggrieved student may appear either in person or authorize a representative to present the case.

Link for Grievance Petition Form: <https://forms.office.com/r/zOuKjyQ3x6>

### **C) Non-Academic Grievances**

If the complaint is not resolved informally, the student may submit a completed grievance petition form to the appropriate Authorities. A non-academic grievance must meet the definition in order to be reviewed and/or heard and not be covered by any other university policy, procedure, or administrative rule (i.e., student code of conduct).

School Head/Program Chair/ Registrar/Provost receiving the written grievance shall attempt to resolve the matter and is required to report the decision, in writing, to the complainant(s) and respondent(s) via their NUV email addresses within Ten (20) work days of receiving the grievance petition.

If the grievant(s) wishes to appeal the grievance decision, the student must submit an appeal to the University Grievance Committee along with Provost/Registrar written response to previous resolution attempts within ten (10) work days of receiving the decision, or if no decision was issued, no later than ten (10) work days after the applicable decision deadline.

### **D) Academic Grievances**

If the complaint is not resolved informally, the student may submit a completed grievance petition form to the School Dean. The School Dean shall investigate the grievance.

The School Dean then has ten (10) work days to make a determination and report the decision, in writing, to the complainant(s) and respondent(s) via their NUV email addresses. The School dean has the discretion to accept a grievance filed after the twenty (20) days deadline.

In instances where the School dean is the subject of the complaint, or has decided the student's informal complaint, the student should submit the completed grievance petition form to the Provost/Registrar for Academic Affairs for resolution. The Provost/Registrar for Academic Affairs then has Twenty (20) work days to make a determination and report the decision, in writing, to the complainant(s) and respondent(s) via their NUV email addresses.

If the grievant(s) wishes to appeal the grievance decision, the student must submit an appeal to the University Grievance Committee along with the School Head/Program Chair, written response to previous resolution attempts no later than ten (10) work days of receiving the decision, or if no decision was issued, no later than ten (10) work days after the applicable decision deadline.

