

## Grievance Redressal Policy

### Introduction

Ashoka Business School, Nashik, is committed to providing a transparent and fair mechanism to address grievances of students, staff, and other stakeholders. This policy is in line with the guidelines laid down by the All India Council for Technical Education (AICTE), University Grants Commission (UGC), and the Directorate of Technical Education (DTE) Maharashtra.

### Objectives

- To ensure fair, transparent, and prompt redressal of grievances.
- To create a harmonious and conducive educational environment.
- To uphold the dignity of the institution by promoting a responsive and accountable attitude among all stakeholders.

### Scope

This policy covers grievances related to:

- Academic issues
- Administrative issues
- Infrastructure and facilities
- Harassment and discrimination
- Financial matters
- Any other issues affecting the stakeholders

### Grievance Redressal Committee (GRC)

A Grievance Redressal Committee (GRC) is constituted to address grievances. The committee comprises:

1. **Chairperson:** Senior faculty member
2. **Members:**
  - Faculty representative
  - Administrative officer
  - Student representative
  - Nominee from management
  - External member (as required)

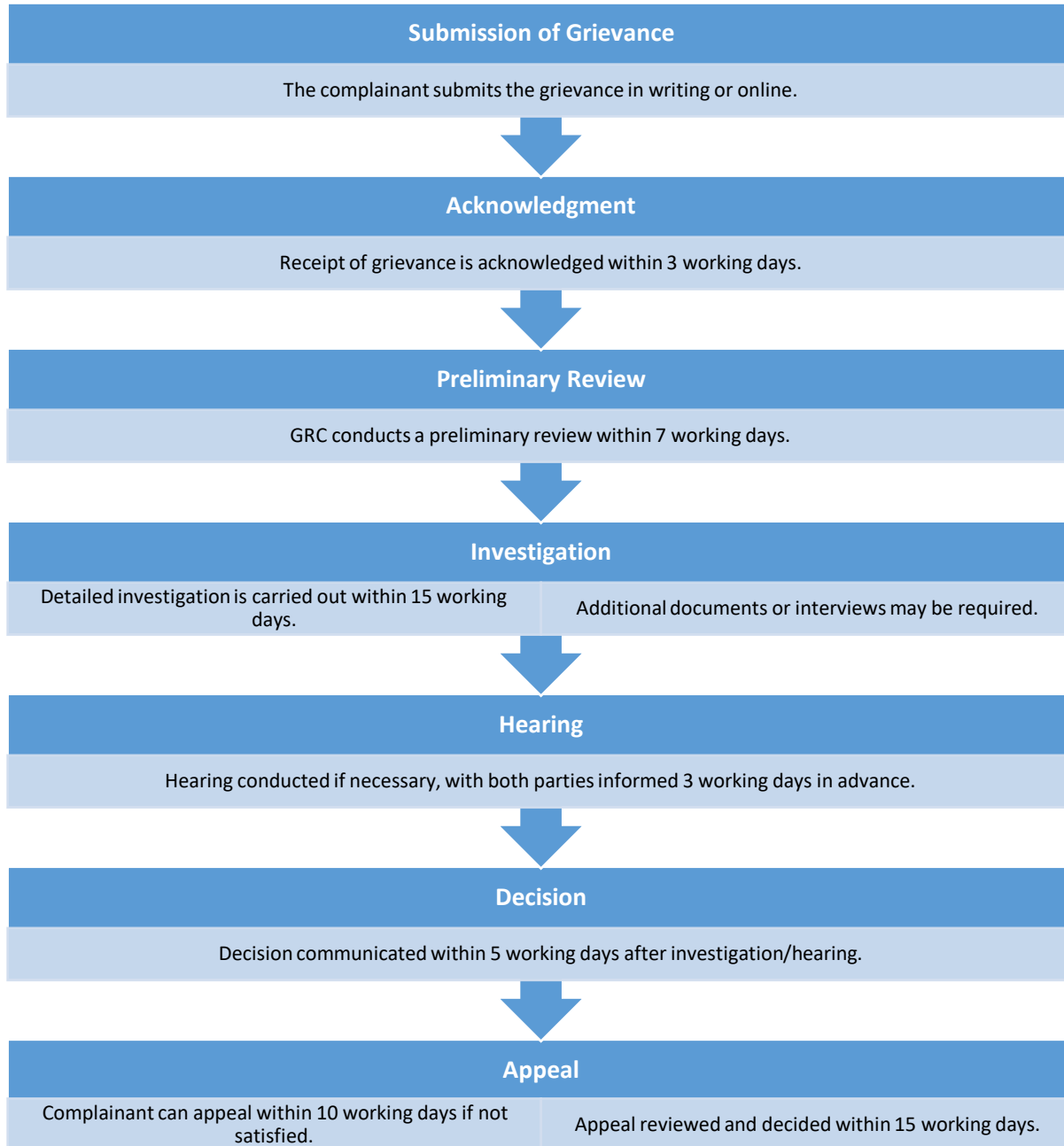
### Guidelines for Grievance Redressal

1. **Submission of Grievance:**
  - Grievances should be submitted in writing or through the designated online portal.
  - Anonymous complaints will not be entertained.
  - The complainant must provide detailed information and relevant documents supporting the grievance.

2. **Acknowledgment:**
  - Acknowledgment of the receipt of the grievance will be provided within 3 working days.
3. **Preliminary Review:**
  - The GRC will conduct a preliminary review within 7 working days to determine the merit of the grievance.
4. **Investigation:**
  - Detailed investigation by the GRC will be completed within 15 working days from the date of receipt of the grievance.
  - The committee may call for additional documents or conduct interviews if necessary.
5. **Hearing:**
  - If required, a hearing will be conducted, allowing the complainant and the respondent to present their case.
  - Both parties will be informed about the hearing date at least 3 working days in advance.
6. **Decision:**
  - The decision will be communicated in writing to the complainant within 5 working days after the investigation and hearing.
  - The decision will include the reasons for the decision and any corrective actions to be taken.
7. **Appeal:**
  - If the complainant is not satisfied with the decision, an appeal can be made to the higher authorities (Director/Principal) within 10 working days.
  - The appeal will be reviewed and decided upon within 15 working days.

  
**IQAC Coordinator**  
**COORDINATOR**  
Internal Quality Assurance Cell  
Ashoka Business School, Nashik

  
**Director In-Charge**  
**DIRECTOR**  
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**Redressal Process**

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