



SHRI DHANWANTRY AYURVEDIC COLLEGE & HOSPITAL

Run by : SHRI DHANWANTRY EDUCATIONAL SOCIETY (REGD.)

SECTOR 46-B, CHANDIGARH

College : 0172-2631021, 5046200 Hospital : 0172-5046000, 5046001

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Affiliated with Sri Krishna Ayush University Kurukshetra (Hry.)

Standard Operating Procedure (SOP) For Faculty Grievance Redressal Committee

1. Purpose

The purpose of this SOP is to establish a fair, transparent, and efficient mechanism for addressing grievances raised by teachers in the institution. The Grievance Redressal Committee (GRC) ensures that teachers' concerns are resolved promptly and impartially.

2. Scope

- This SOP applies to all teaching staff (permanent, temporary, contractual, or visiting) who have grievances related to:
- Workplace harassment (including sexual harassment)
- Discrimination based on gender, caste, religion, or disability
- Unfair workload distribution
- Professional conflicts with colleagues and administrations.
- Service conditions (promotions, leave, salary, etc)
- Any other legitimate profession concerned

3. Composition of the Grievance Redressal Committee

The committee shall consist of:

- Chairperson
- Two Senior Faculty Members
- One External Member

4. Procedure for Filing a Grievance

A. Submission of Grievance

The aggrieved teacher shall submit a written complaint to the GRC Secretary.

The complaint should include:

- Name, designation, and department
- Detailed description of the grievance
- Detailed description of the grievance
- Supporting documents (if any)
- Desired resolution

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B. Acknowledgement of Grievance

The GRC will acknowledge receipt within 3 working days.

C. Preliminary Review

The GRC will assess if the complaint falls under its jurisdiction.

If not, the teacher will be informed and redirected to the appropriate authority.

D. Hearing Process

The GRC will schedule a hearing within 7 working days of receiving the complaint.

Both the complainant and the respondent (if applicable) will be given a fair chance to present their case.

The GRC may seek additional information if required.

E. Decision & Redressal

The GRC will make a decision within 15 working days of the hearing.

The decision will be communicated in writing to both parties.

Possible resolutions include:

- Mediation & mutual agreement
- Recommendations to the Q administration
- Disciplinary action (if misconduct is proven)

F. Appeal Process

If dissatisfied, the teacher may appeal to a higher authority (e.g., Principal/Board of Governors) within 10 working days.

5. Functions of the Faculty Grievance Redressal Committee

1. Receive and Review Grievances:

- Accept grievances from faculty members concerning service conditions, workplace harassment, promotion issues, unfair treatment, or other professional concerns.
- Ensure grievances are submitted in a proper format and within the stipulated time frame.

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2. Conduct Fair Investigations:

- Carry out impartial investigations into complaints.
- Collect relevant facts, documents, and witness statements (if necessary).
- Maintain confidentiality and objectivity.

3. Facilitate Resolution:

- Attempt to resolve grievances through dialogue, mediation, and negotiation between the concerned parties.
- Recommend corrective measures or disciplinary action if required.

4. Recommend Policy Changes:

- Suggest changes in institutional policies or procedures to prevent recurrence of similar grievances.
- Provide input to administration based on recurring patterns of complaints.

5. Maintain Records:

- Keep systematic records of all grievances received, actions taken, and resolutions achieved.
- Ensure proper documentation for accountability and future reference.

6. Report and Communicate Decisions:

- Communicate the resolution or decision of the committee to the concerned faculty member in a timely manner.
- Submit periodic reports to higher authorities (e.g., Principal, Governing Body) if required.

7. Responsibilities of the Faculty Grievance Redressal Committee Members

- **Ensure Confidentiality:** Protect the privacy of both the complainant and the respondent.
- **Act Impartially:** Avoid biases or conflicts of interest when handling complaints.

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- **Follow Due Process:** Adhere to institutional policies and legal frameworks while resolving grievances.
- **Support Faculty Rights:** Uphold principles of justice, fairness, and academic freedom.
- **Promote a Positive Work Environment:** Help maintain a collegial and respectful work atmosphere.

6. Confidentiality & Non-Retaliation

All proceedings shall remain confidential.

No teacher shall face retaliation for raising a genuine grievance.

7. Record Keeping

The GRC Secretary will maintain records of all grievances and resolutions for 3 years.

8. Review of SOP

The SOP shall be reviewed annually for improvements.

Dr Sumit Shrivastava

Chairman, Faculty Grievance Redressal Committee