



**MAHISHADAL RAJ COLLEGE**  
(Govt. Sponsored)

Phone : 03224-240220

Estd. : 1946

**NAAC accredited 'A' Grade College**

**DST (FIST) Govt. of India Approved College**

**Mahishadal : Purba Medinipur**

**E.mail : [principal.mrc1946@gmail.com](mailto:principal.mrc1946@gmail.com)**

**Grievance Redressal Cell**

**POLICY / GUIDELINES for the Members for Handling Grievances**

- 1. Acknowledge and record the grievance:** Committee members must properly acknowledge the grievances and keep a record of them. In special situations, the members can address the grievance informally by asking the concerned employee and the student(s) to solve the issue together.
- 2. Treat everyone fairly:** The members must treat both the complainant and respondent fairly. In case of occurrence of discrimination against anyone, the members will treat the situation seriously.
- 3. Conduct proper investigations:** Committee members will conduct the investigation as thoroughly as possible to address the complaints made against employees.
- 4. Respond promptly:** Committee members will respond to the affected person proactively to ensure a timely solution.
- 5. Record and file grievances confidentially:** Recording the proofs related to the grievances, which may include audio or video recording, has to be performed strictly confidentially.
- 6. Outcome:** The committee members should produce the outcome of a grievance within a week. However, if situation demands, they are allowed to go for a longer investigation.
- 7. Further appeal:** If someone is unhappy with the outcome of a grievance procedure, they can appeal it. An appeal allows the employer to review the procedure and outcome to ensure that it was fair and followed properly.

