

## **Grievance Redressal Framework**

The Faculty Grievance Redressal Committee at MLMCE aims to address and resolve issues or grievances raised by faculty members. The main objective is to provide a fair and structured process for handling complaints related to work conditions, professional conduct, or other matters affecting faculty members. The committee ensures that every complaint is addressed with fairness, confidentiality, and sensitivity, thereby fostering a healthy institutional culture.

### **Functions of the Committee**

#### **1. Receiving Complaints**

The committee serves as the authorized body to receive and acknowledge grievances submitted by faculty members. These may relate to administrative decisions, workplace conditions, interpersonal issues, workload, or professional practices.

#### **2. Investigating Concerns**

Upon receiving a grievance, the committee undertakes a systematic investigation. This includes gathering relevant information, reviewing evidence, conducting interviews, and consulting stakeholders to establish a clear understanding of the issue.

#### **3. Making Recommendations**

Based on the findings, the committee proposes suitable actions to resolve the grievance. Recommendations may include corrective measures, policy revisions, counselling, or disciplinary actions, depending on the nature of the issue.

#### **4. Facilitating Resolution**

The committee may engage in mediation or dialogue between parties involved to arrive at a mutually acceptable resolution, thereby promoting constructive problem-solving.

#### **5. Ensuring Confidentiality**

All proceedings and records related to grievances are handled with strict confidentiality to protect the privacy and dignity of individuals involved. This encourages faculty to raise concerns without fear of repercussions.

#### **6. Reporting and Continuous Improvement**

The committee maintains documentation of cases handled and periodically reviews them to assess the effectiveness of grievance redressal mechanisms. Insights from these reviews help strengthen institutional policies and practices.

Faculties can submit concerns /grievance via

**Faculty/Staff Grievance Submission Form :** <https://forms.gle/ExYqKYFrez8FZ3Cs8>

**Email :** [grievance.staff@mangalam.in](mailto:grievance.staff@mangalam.in)