

I.T.S. COLLEGE OF HEALTH AND WELLNESS SCIENCES, GREATER NOIDA

POLICY & PROCEDURE: GRIEVANCE HANDLING PROCESS

Official Contact for Submissions & Inquiries: complaint.chws@its.edu.in

1. Objective & Philosophy

Despite our best efforts to keep you happy whilst working with us, there may be times when you feel otherwise. At such times, do not keep your feelings to yourself. Take up the matter with your immediate superior. If you feel that your problems remain unresolved, you can approach the Human Resources Function. The earlier you do so, the better. Please remember grievances if not brought out into the open will have a disastrous effect on both you and the college.

2. Scope & Categories of Grievances

Grievances fall into 3 categories:

- Violation of written policy or procedure
- Any unfair or inequitable application of written policy or procedure, or
- Harassment or discrimination based on illegal factors.

Confidentiality Policy: *Please note that all the grievances, as a policy, are handled by the HR Department maintaining utmost privacy and confidentiality.*

3. Formal Grievance Procedure

If the informal grievance procedure is followed but unsuccessful, an employee may pursue the matter through this formal grievance procedure. Adhering to these guidelines will often result in a prompt satisfactory solution. The matter may be resolved to the satisfaction of all involved parties at any of the following steps. The grievance does not proceed to the next step if it has been successfully resolved at an earlier step.

Step 1: Contact Human Resources & Initial Assessment

Contact Human Resources for a Grievance Form. Complete and return the form within 2 working days of receiving the form. Human Resources will determine whether the issue/incident falls within this Grievance Procedure Policy and if it is to proceed.

Step 2: Written Response from Involved Parties

Once Human Resources has made the decision that the issue/situation falls within the grievance procedure, they will forward the Grievance Form to the person with whom the employee had the

issue/incident. After consulting with the parties involved, a written response is provided to Human Resources within 5 working days. If no agreement or satisfaction is reached, the grievance is continued to step 3.

Step 3: Review by Principal / Director

Principal reviews the Grievance Form and the response. They will meet the employee who filed the grievance and the person responding to the grievance and attempts to create a solution. If there is no agreement with the suggested solution, the grievance is continued to Step 4 if the employee submits a written request to proceed to Human Resources within 5 days of receiving the suggested solution.

Step 4: Grievance Committee Hearing

A) Grievance Committee Constitution: A Grievance Committee consisting of a representative from Human Resources and four committee members from the pool of appointed members – one of them designated as the moderator. This Grievance Pool consists of three to four employees that the college authorities appoints each calendar year, one being designated as the moderator. The employee filing the grievance selects one member from the pool and two members will be drawn at random. Neither the moderator nor the three committee members may be a party to the grievance or involved in the grievance issue/incident. If they are a party to the grievance or involved in the incident, they will be removed from the pool for that case only. Any committee member may recuse themselves from participation if they believe they will have a conflict of interest in hearing the grievance or has reason to believe that they cannot be fair or unbiased.

B) Hearing Procedure: The Grievance Committee will meet as soon as reasonably possible, but no later than 14 working days after receiving all of the material related to the grievance. Each party has the opportunity to present the facts to the Committee and the Committee can ask any questions and request any information of the parties it deems relevant to the grievance. The Grievance Committee is closed to those not directly involved in the grievance. The meeting is investigatory rather than adversarial.

C) Committee Authority: The Grievance Committee is prohibited from creating new or amending existing policies (written or unwritten), rules and regulations. The Committee, however, may suggest to the college authorities that particular policies or rules be reviewed. The Committee will forward its written findings and recommendations to the college authorities.

Step 5: Final Institutional Decision & Implementation

The Principal shall normally have 15 working days from their receipt of the Committee's recommendation to review it. If the Principal takes no action within that period, the Moderator shall transmit the Committee's finding to the parties in writing as ITS CHWS Greater Noida's final decision on the grievance and will, on behalf of the college authorities, take whatever actions are necessary to implement the decision. If the college authorities reverses or alters the Committee's recommendation, they will communicate this decision in writing to the Moderator. The Moderator will transmit the decision of college authorities in writing to the parties as the final decision on the grievance, with instructions for implementation.