Krea Policy and Process for Grievance Redressal for Students

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RCI Chart - **R**esponsible, **C**onsulted, **I**nformed

Responsible	**Consulted**	**Informed**
Deans of Schools	1. Director - Student Life 2. Chief Administrative Officer – Campus 3. Registrar 4. Mission Director 5. Vice Chancellor	1. All Students 2. All Employees 3. Board of Management 4. Executive Committee 5. Governing Council

Note: All policies including this one, need to be reviewed by the Board of Management, recommended by the Executive Committee and approved by the Governing Council before they are released by the Registrar to the Informed list. A detailed description of the review, version control, awareness creation, and adherence process is covered in the policy on "Oversight and Governance of all Policies".

Revision history:

Version	Prepared by	Significant changes	Page No.	Reviewed by	Approved by	Approval date
1	Registrar	Definition of student standardized with other policies Email id included Changes to policy added	6 8 11	Mission Director	Vice-Chancellor	06.01.2020
2	Director – Student Life			Deans of Schools	Vice-Chancellor	

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1. Guiding Philosophy:

1.1. This policy is an expression of commitment for creating a university that deeply values every student; endeavors to nurture freedom of expression; and strives to be an exemplar to students in ideal professional conduct and accountability.

1.2. Students are the main stakeholders in any institution imparting education and it is the University's endeavour to create an effective redressal mechanism for an effective, timely and fair grievance handling system for its students.

1.3. This policy is also an acknowledgement that all systems and process can improve continuously. If suggestions and grievances are brought up in a structured and responsible manner, they will always help Krea become a better place for the next generation of students.

1.4. The University seeks that everyone involved in the redressal mechanism treat every grievance as an opportunity for improving Krea and the various rules and policies that govern it.

1.5. Every new version of this policy is also a reflection of the limitations of the previous one and that Krea is committed to continuous improvement of this policy for all times to come.

2. Approach:

2.1. The policy and processes detailed in this document are not those of a court of law and the University expects that they will be planned and implemented in the spirit of collegiality.

2.2. All students should make an effort to resolve concerns informally by engaging with Faculty mentors, Division Heads / Area Chairs before beginning the grievance redressal process, and such efforts may continue even after the grievance redressal process is underway.

2.3. It is worth noting that every grievance filed by a student will be taken on priority and with utmost seriousness and senior-most faculty and administrators may be involved in resolution of the grievance. It is imperative that the grievant exercise great care and judgement in filing a grievance since it will call for a significant investment of time, effort and resources by the University.

2.4. All communication or material shared in the process of filing and resolution of the grievance will be kept confidential and treated with great care in the process of resolution.

2.5. This policy should be viewed and applied in conjunction with the following policies that relate to creating systems and processes that enables a great learning and residence life as well as in fostering a sense of discipline and order among various members of the Krea community:

- 2.5.1. Code of Conduct for Students
- 2.5.2. Student Life Policy
- 2.5.3. Policy for Use of Campus Facilities
- 2.5.4. Safety and Security Policy
- 2.5.5. Policy for Prevention of Sexual Harassment and Sexual Misconduct
- 2.5.6. Policy for Prevention of Ragging
- 2.5.7. IT Policy
- 2.5.8. Library Policy

3. Goals:

3.1. To ensure that every aggrieved student is able to share their grievances in a convenient, safe and effective manner.

3.2. To ensure that every grievance is qualified for action and attended to by the relevant authorities/bodies/individuals in a timely manner and ideally within 21 days of receipt of the grievance.

3.3. To provision for appeals, escalations and resolution in case the grievance is not resolved in a satisfactory manner by the relevant authorities.

3.4. To maintain records of all grievances, redressal measures undertaken, pending cases and make them available to the Board of Management as required.

4. Applicability:

4.1. This policy shall apply to all students who are enrolled in the University on a full-time or part-time basis.

4.2. It also applies to students who are on exchange programs, visitation from foreign universities.

4.3. It also applies to students who have sought admission to any of the programs of the University (as per UGC, Grievance Redressal Regulations, 2018) with respect to an admission related grievance

5. Definition:

5.1. Grievance: A Grievance is a complaint made in writing to the Member Secretary or the Chairperson of the Grievance Redressal Committee for

Students concerning a decision, arising out of anything connected with the University that a student feels is unfair, unjust and inequitable. Any grievance / complaint relating to (a) sexual harassment and sexual misconduct will not be covered under these rules as there is a separate mechanism for addressing such matters by ICC (Internal Complaints Committee) as per the Policy for Prevention of Sexual Harassment and Sexual Misconduct; (b) ragging will not be covered under these rules as there is a separate mechanism for addressing such matters by the ARC (Anti Ragging Committee) as per the Policy for Prevention of Ragging (c) grades and conduct of examinations will not be covered under these rules as there is a separate mechanism for addressing such matters by the Examination Committee as per the Policy for Examinations & Grades, (d) any cases for Appeal against a decision made by any Committee, e.g. Disciplinary Committee, Anti Ragging Committee, Examination Committee will have to be made to the Appellate for that Committee, defined under the corresponding Policy which governs them.

5.2. Student: any person enrolled for degree/diploma/certificate course in a full-time/part-time format with Krea University or a student from another institution who may be at Krea on an exchange program or any similar arrangement.

5.3. Appeal: An appeal is a written request for review of a decision made by Grievance Redressal Committee for Students. Dissatisfaction with the policy itself is not grounds for appeal. The standard for deciding the appeal shall be limited to determining whether there was an error in following the process or using appropriate facts related to the decision or the existence of other limitations in the process itself instead of the decision itself.

5.4. Committee: Refers to Grievance Redressal Committee for Students (GRCS), unless specified otherwise.

5.5. Executive Committee: Refers to the Committee that is created by the Governing Council and comprises of two Governing Council members who are the Chair and the Vice-Chair of the Executive Committee, the Vice-Chancellor, the Mission Director and/or any other member designated by the Governing Council.

5.6. University: refers to Krea University.

5.7. Community: refers to all members, including students, faculty, administrative staff of Krea University.

5.8. Policy: refers to Krea Policy and Process for Grievance Redressal for Students, unless specified otherwise.

5.9. Grievance Redressal Committee: Refers to the Committee, constituted as per Section 7.

5.10. Appeal Committee: Refers to the Executive Committee as per 5.4.

6. Types of Grievances:

6.1. Academics

6.1.1. Academic content, quality of reading material.

6.1.2. Inadequacy or non-availability of learning resources.

6.1.3. Academic delivery or quality of the Faculty.

6.1.4. Classroom conduct, punctuality of the Faculty.

6.1.5. Delay in the conduct of examination or declaration of results beyond that specified in the academic calendar.

6.1.6. Denial of quality education to be provided as promised at the time of admission or required to be provided.

6.1.7. Non transparent or unfair evaluation practices.

6.1.8. Grievance pertaining to grades received will be dealt by the Examination Committee of the respective Schools as per the overarching Examination and Grades Policy for the School.

6.2. Admissions or general administration related

6.2.1. Making admission contrary to the merit determined as per the admission policy of the University.

6.2.2. Irregularity in admission process.

6.2.3. Irregularity in Fee concessions and scholarships.

6.2.4. Non publication of prospectus.

6.2.5. Withholding or refusing to return any document in the form of certificates of Degree or Diploma or any award deposited during admission.

6.2.6. Non provision of student amenities as may have been promised or required to be provided by the institution.

7. Grievance Redressal Committee for Students (GRCS):

7.1. **Grievance Redressal Committee for Academic Matters (GRCS-ACM):** There will be separate Committees for different Schools. The Committee will be constituted as per the following:

7.1.1. Dean of the School (Chairperson) in which the student is enrolled.

7.1.2. One senior male professor nominated by the Vice-Chancellor.

7.1.3. One senior woman professor nominated by the Vice-Chancellor.

7.1.4. Special invitee, requested by the Chairperson and invited by the Member Secretary.

7.1.4.1. HOD of the concerned department (examination, program coordinator, library).

7.1.4.2. Counselor (if required).

7.1.5. Registrar (Member Secretary).

7.2. **Grievance Redressal Committee for Administrative Matters (GRCS-ADM):** There will one Committee for handling all such matters. The Committee will be constituted as per the following:

7.2.1. Mission Director (Chairperson).

7.2.2. Director, Student Life.

7.2.3. Chief Administrative Officer – Campus

7.2.4. Special invitee, requested by the Chairperson and invited by the Member Secretary.

7.2.4.1. HOD of the concerned department (admissions, financial assistance, campus administration and so on)

7.2.5. Registrar (Member Secretary)

7.3. **Duration:** The term of the Committee members will be usually for a year and nominations can be changed as per the Constitution presented above.

7.4. **Meetings of the Committee**

7.4.1. The quorum of the Committee shall be more than fifty percent of the total number of members in the Committee.

7.4.2. The Member Secretary should call for a meeting of the Committee with the agenda circulated, in normal circumstances, one week in advance of the meeting.

7.4.3. Minutes of the meeting shall be recorded by the Member Secretary and approved by the Chairperson of the Committee.

7.4.4. In normal circumstances the MOM should be finalised within two working days and circulated amongst the relevant parties.

7.4.5. Frequency of meetings will be as per requirement with respect to grievances and / or as required by the Deans of Schools / Mission Director for the GRCS-ACM and GRCS-ADM respectively.

8. Procedure for Grievance Redressal

8.1. **Filing a Grievance**:

8.1.1. Any aggrieved student can file a complaint to the respective Committee, as per the nature of the grievance being academic or administrative in nature, by sending an email to the Member Secretary or Chair or the designated email address for the

Committee – studgrievance_redressal@krea.edu.in. It is possible that the case may be referred to the other Committee, as per the best judgement of the Member Secretary who is common to both the Committees.

8.1.2. The grievant shall file his or her complaint including the grievant 's statement of informal efforts that have been made to resolve the matter at the interpersonal level or in consultation with the Division Head / Area Chair / Director – Student Life unless the individual concerned is herself/himself the subject of the grievance.

8.1.3. The grievant shall be updated on the progress of the case by the Member Secretary.

8.2. **Process of addressing the grievance**:

8.2.1. Upon the receipt of the complaint, the Member Secretary of the applicable GRC will review the complaint and forward it to members of the Committee for their reference and trigger an update of status as 'grievance acknowledged'.

8.2.2. At this stage, the Member Secretary may, in an informal capacity, normally within 7 days of receipt of the grievance, urge the grievant to undertake additional measures or facilitate the resolution of the grievance. This may include request and facilitation of a discussion with the parties or individuals involved.

8.2.3. If the grievant is not comfortable with the suggestion or dissatisfied with the outcome of taking up the suggestion, the formal Grievance mechanism will have to be commenced.

8.2.4. Normally within 7 days of the confirmation from the grievant about 8.2.3., the Member Secretary will call for a meeting of the applicable GRC and trigger an update of status 'GRCS-ACM/ADM meeting called' and confirm the same. The Member Secretary will also update the status 'GRCS-ACM/ADM meeting scheduled for [date]' by email / on the online portal, as may be applicable.

8.2.5. In case a member of the GRCS-ACM/ADM is herself or himself a subject of the Grievance, she or he will have to be recused from the deliberations. The Member Secretary will apprise the Committee of the same.

8.2.6. The Member Secretary, will host the meeting and facilitate the presentation of the case by the grievant to the GRCS-ACM/ADM.

8.2.7. In this meeting, the GRCS-ACM/ADM will deliberate on the next action steps and or decision, as applicable. At this point the GRCS-ACM/ADM can exercise any one or more of the following options:

8.2.7.1. Take a decision.

8.2.7.2. Call for a detailed investigation that will be led by a sub-committee from within the GRCS-ACM/ADM.

8.2.7.3. Call for a meeting with concerned subjects as mentioned by the grievant.

8.2.7.4. Recommend a condemnation of the grievant, in case the grievance has been found to be baseless.

8.2.8. Post the first meeting of GRCS-ACM/ADM, the Member Secretary will:

8.2.8.1. Normally within 3 days of the meeting, share the minutes of the meeting and communicate the next steps or decision to the grievant.

8.2.8.2. Ensure that the investigation, if called for by the Committee, is completed, in normal circumstances, within 10 days of the previous meeting of GRCS-ACM/ADM.

8.2.8.3. File a full-report of the investigation done by the sub-committee.

8.2.8.4. Call for another meeting of the GRCS-ACM/ADM and update the status 'Second meeting of GRCS-ACM/ADM' by email / on the portal, as applicable, for the benefit of the grievant. In this meeting, the grievant or other subjects of the grievance may be called for an interaction with the Committee.

8.2.8.5. Communicate the decision to the concerned parties via email and a copy to be sent to the Chairperson of GRCS-ACM/ADM and filed for records.

8.2.8.6. Update the status to 'Decision complete/Case closed'.

8.2.9. Implementing the decision of the GRCS-ACM/ADM:

8.2.9.1. Member Secretary will implement the decision taken by the Committee, in normal circumstances, within 15 days of the date by which the decision has been taken.

8.2.9.2. Decisions taken by the Committee are binding to all parties concerned.

8.2.9.3. However, in case the grievant is not satisfied with the procedure or evidence used in the deliberations of the Committee then he or she may file an appeal.

8.2.10. Member Secretary of the GRCS-ACM or GRCS-ADM will provide a record of Grievances filed and status report in every Board of Management meeting.

8.2.11. All communication or material shared in the process of filing and resolution of the grievance will be kept in confidence and it shall not be revealed to any person, including the grievant, who was not a

party to the confidential communication or material, except that such communication or material may be revealed to any person(s) consulted by the Member Secretary for guidance on that grievance.

8.3. **Appeal:**

8.3.1. A Grievant may appeal against the decision taken by GRCS-ACM/ADM within 15 working days. Appeals filed after 15 days will be considered in the best judgement of the Member Secretary.

8.3.2. The Appeal should be made by the grievant to the Appellate.

8.3.3. The Appellate will comprise of the members who constitute the Executive Committee of the Governing Council. This appeal will be filed by email to the Member Secretary of the GRCS or on the online portal for GRCS-ACM/ADM, as applicable.

8.3.4. Member Secretary of GRCS-ACM/ADM, will call for a meeting of the Appellate and facilitate the discussion on the matter. Member Secretary will also update the status to 'Appellate meeting scheduled on [date] for the benefit of the grievant' by email or on the portal, as applicable. The quorum for the meeting shall be two-thirds of the members of the Executive Committee.

8.3.5. The Appellate will deliberate and exercise any one of the following options:

8.3.5.1. Uphold the decision of the GRCS-ACM/ADM.

8.3.5.2. Request GRCS-ACM/ADM to convene again and re-investigate any particular aspect of the case.

8.3.6. In case the Appellate has exercised 8.3.5.2, then the Member Secretary will reconvene the GRCS-ACM/ADM and execute steps 8.2.6 to 8.2.9 and communicate the final decision to the Appeal Committee.

8.3.7. The Appellate will ratify the new decision of GRCS-ACM/ADM and the same will be communicated to the grievant by the Member Secretary.

8.3.8. The decision of the Appellate, in such matters shall be final and there shall be no further appeal in the matter.

9. Regulatory Compliances and References

UGC Regulations, 2018

Available on https://www.ugc.ac.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf

AP Private Universities (Establishment & Regulation) Act, 2016

Available on https://aplegislature.org/documents/10936/51528/ACT+No.3+of+2016.pdf/406b173b-f443-4fda-82c9-a0b2b5dfd12e

10. Changes to the Policy:

10.1. Krea University reserves the right to change this policy

10.2. Changes will be made after due deliberation by the GRCS-ACM/ADM and approval as per the process outlined in Page 1 of this policy and in accordance with the policy on “Oversight & Governance of All Policies”

10.3. Employees and students, as applicable, are expected to keep themselves updated with the latest version of the policy

11. Annexures:

11.1. Guideline for format for filing grievance

Name:[Enter Name]
Grievance type: [Choose Academic/Admissions or Administration related]
Grievance against: [Choose Committee/Individual/Group/Department/School/University]
Name of Committee/Individual/Group/Depart: [Enter name]
Date of filing a grievance: [Date]
Summary note: [Enter notes - not more than 200 words]
Detailed note: [Enter notes - not more than 1000 words]
Expected action/outcome: [Enter notes - not more than 100 words]
Supporting documents: [Pictures, documents, videos, any other - limit of 50 MB]

11.2. Guideline for format for replying to a grievance

Grievance filed by:[Auto-fill name]
Grievance type: [Choose Academic/Admissions or Administration related]
Grievance against: [Autofill Committee/Individual/Group/Department/School/University]
Name of Committee/Individual/Group/Depart: [Autofill name]
Date of filing a grievance: [Autofill]
Date of response: [Autofill]
Response from GRC:[Enter notes - not more than 500 words]]
Next steps: [Enter notes - not more than 200 words]

11.3. Guideline for format for appeal

Name:[Autofill]
Grievance type: [Choose Academic/Admissions or Administration related]
Grievance against: [Autofill Committee/Individual/Group/Department/School/University]
Name of Committee/Individual/Group/Depart: [Autofill]
Date of filing a grievance: [Autofill]
Summary note: [Autofill notes]
Detailed note: [Autofill notes]
Date of meeting of GRC: [Autofill date]
Response from GRC: [Autofill]
Supporting documents: [Autofill - Pictures, documents, videos, any other]

Case for appeal: [Enter notes - not more than 500 words]
Expected action/outcome: [Enter notes - not more than 200 words]

11.4. Guideline for format for tracking grievances

SN	Date	Grievance filed by	Grievance filed on	Summary of grievance	Current status	Appeal filed (Y/N)	Appeal decision	Comments