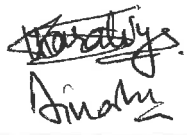
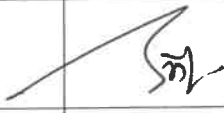
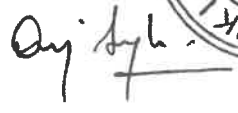
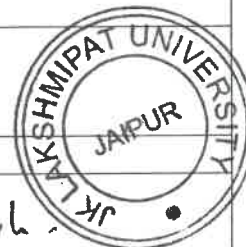




Grievance and Appeals Policy

Document Control

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Applicable To	All JKLU Staff & Students (wherever applicable)

Purpose

The purpose of this policy is to establish a structured, transparent, and efficient system for addressing employee grievances at JKLU. This policy aims to foster a respectful, supportive, and fair work environment for all employees.

Objective

- To provide a clear and accessible process for employees to raise and resolve grievances without fear of retaliation.
- To promote fair and impartial handling of grievances, ensuring timely resolutions that uphold JKLU's commitment to equity and respect.
- To address recurring grievances with preventive measures for long-term improvement.

Scope

This policy applies to all JKLU employees, including adjunct faculty, contractors, and third-party staff.

Definitions

- **Grievance:** A formal complaint or concern raised by an employee regarding issues related to university operations, workplace environment, employment conditions, or interpersonal treatment.
- **Appeal:** A request for reconsideration of a decision made in response to a grievance.
- **Grievance Committee:** A designated group responsible for reviewing, investigating, and resolving grievances in a timely and impartial manner.
- **Management Committee:** A higher-level committee responsible for reviewing appeals and providing final decisions on grievances.

Roles and Responsibilities

- **Human Resources (HR):** Coordinates the grievance process for employees, ensures documentation, and facilitates resolutions.
- **Department Heads and Supervisors:** Address initial grievances raised by employees and escalate unresolved issues as necessary.
- **Nodal Person:** Oversees the grievance process and supports the timely resolution of grievances.



- **Grievance Committee:** Reviews grievances at an advanced level, providing resolutions within specified timelines.
- **Management Committee:** Conducts the final review for unresolved grievances and provides conclusive decisions.

Policy Statements

- JKLU is committed to providing a fair and transparent grievance redressal process, where employees can express concerns without fear of retaliation.
- All grievances will be addressed impartially, confidentially, and within the established timelines to ensure employee satisfaction and workplace harmony.
- JKLU encourages all employees to follow the outlined stages of the grievance process for prompt and equitable resolutions.

Grievance and Appeal Process

1. Stage 1 - Initial Verbal Resolution

- Employees should first raise their grievance verbally with their immediate supervisor. If unresolved within 48 hours, the grievance moves to the next stage.

2. Stage 2 - Departmental Review

- The employee submits the grievance in writing to the Head of Department/Supervisor, copying the HR Department at hr@jkl.edu.in. The designated Nodal Person will support this process.
- The head/supervisor has three days to resolve the grievance. If unresolved, the matter escalates to the Grievance Committee.

3. Stage 3 - Grievance Committee

- If unresolved at Stage 2, the grievance is reviewed by the Grievance Committee, which will engage with the employee and relevant parties to facilitate a resolution within seven days.

- **Grievance Committee Members:**

- Director/Dean of the Institute
- Dean of Academic Affairs
- Registrar
- Chief Finance Officer
- Representative from HR Department

4. Stage 4 – Management Committee



- If the Grievance Committee's decision is disputed, the grievance can be presented to the Management Committee for final review within seven days.
- Management Committee Members:
 - Vice Chancellor
 - Pro-Vice Chancellor
 - A member nominated by the Vice Chancellor

Feedback and Improvement

- **Employee Feedback:** Employees are encouraged to provide feedback on the effectiveness of the grievance and appeal process. HR will consider this feedback during the annual policy review.
- **Enhancements Based on Findings:** Improvements to the grievance process will be made based on feedback, audit findings, and industry best practices.

Confidentiality

JKLU is committed to maintaining strict confidentiality for all grievances and appeals. Information will only be shared with personnel directly involved in the resolution process. Additionally, JKLU prohibits any form of retaliation against employees who raise grievances or participate in investigations.



