



R. R. Educational Trust's B. Ed. College
Mhada Colony, Eastern Express Highway, Mulund Mumbai 400081.
Affiliated to University of Mumbai, Recognised by NCTE
NAAC Accredited
2023-24

Grievance Cell Committee

The Grievance Cell Committee is established to address concerns and complaints from the students, teaching and non-teaching staff. It ensures a fair and transparent process for grievance redressal. Its responsibilities include receiving, reviewing, investigating, and resolving grievances in a confidential manner.

Objectives of Grievance Cell:

1. **Provide a Platform for Expression:** To offer a formal channel for individuals to voice their concerns, complaints, or grievances related to various aspects within the organization.
2. **Ensure Fair and Timely Resolution:** To facilitate a transparent and efficient process for addressing and resolving grievances in a timely manner, ensuring that individuals' concerns are taken seriously.
3. **Maintain a Harmonious Work Environment:** To promote a positive and conducive atmosphere within the organization by addressing and mitigating conflicts or issues that may arise among staff members.
4. **Enhance Trust and Morale:** To build trust and confidence among the stakeholders by demonstrating the organization's commitment to addressing their concerns and valuing their feedback.
5. **Prevent Escalation and Discontentment:** To prevent the escalation of conflicts or grievances to higher levels by providing a structured and accessible platform for resolution at the initial stage.
6. **Collect Data for Improvement:** To gather data on recurring grievances, enabling the organization to identify patterns and areas for improvement in policies, procedures, or practices.



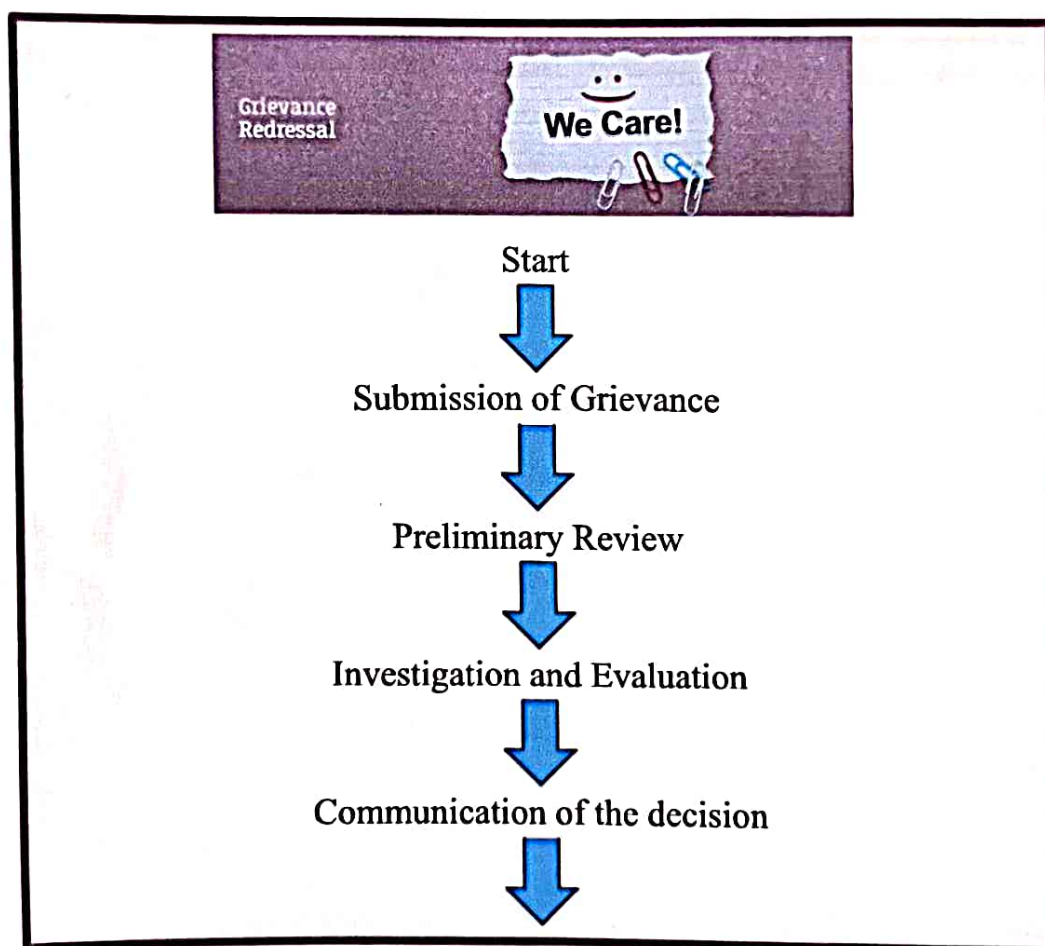
Principal

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Flow Chart on Procedure of grievance cell for Students, teaching and non-teaching staff



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Procedure:

Submission of Grievance: The process begins when a student, teaching or non-teaching staff member submits their grievance to the designated authority in the grievance cell. This could be done through a written complaint or through mail id.

Preliminary Review: Upon receiving the grievance, the grievance cell conducts a preliminary review. This step ensures that the grievance falls within the scope of the grievance cell's jurisdiction. The review assesses if the complaint is valid and can be addressed by the cell.

Investigation and Evaluation: If the grievance passes the preliminary review, the grievance cell proceeds with a thorough investigation. This involves gathering all relevant information, interviewing involved parties if necessary, and evaluating the facts and circumstances surrounding the grievance.

Communication of Decision: After completing the investigation, the grievance cell communicates its decision to the member who filed the grievance. This includes informing them of the findings and any recommended course of action or resolution.

End: The process concludes with the communication of the decision. If the member is satisfied with the resolution, the case is considered closed. However, if the member remains dissatisfied, they may choose to escalate the matter further.

Jaigun Shah

Principal

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