



**S.A.S. GOVERNMENT DEGREE COLLEGE**  
NARAYANAPURAM, WEST GODAVARI DISTRICT-534406  
(AFFILIATED TO ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM)  
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## **GRIEVANCE REDRESSAL POLICY**

The Grievance Redressal policy of SAS Government Degree College, Narayanapuram is designed to establish fair and systematic procedures for addressing grievances raised by both staff and students. Recognizing the seriousness of any grievance, the college is committed to promptly and equitably resolving concerns.

### **Key Principles:**

- 1. Equitability:** All grievances will be treated with impartiality, ensuring equal consideration for all parties involved.
- 2. Prompt Resolution:** The College is dedicated to addressing grievances at the earliest possible stage, minimizing disruption and promoting a conductive learning and working environment.

### **Process Overview:**

#### **1. Submission of Grievance:**

- Staff or Students may submit their grievances in writing to the designated Grievance Redressal Officer (GRO)
- Grievances can be submitted via specified forms or written statements, clearly outlining the nature of the grievance and parties involved

#### **2. Grievance Redressal Officer (GRO)**

- The GRO, appointed by the college, will serve as the primary authority responsible for receiving, investigating and resolving grievances.

### 3. Investigation:

- Upon receiving a grievance, the GRO will conduct a thorough and impartial investigation, considering all relevant facts and perspectives.
- The GRO may consult with relevant parties and gather necessary information to facilitate a comprehensive understanding of the grievance.

### 4. Resolution:

- The GRO will propose appropriate resolutions based on the investigation ensuring fairness and adherence to college policies.
- Resolutions may include corrective measures, counselling or any other action deemed necessary to address the grievance effectively.

### 5. Communication:

- The GRO will communicate the resolution to the aggrieved party, providing clear explanations for the decision.
- If necessary, the GRO may recommend policy improvements to prevent similar grievances in the future.

**Confidentiality:** All grievances and related investigations will be handled with utmost confidentiality to protect the privacy and dignity of the parties involved.

**Appeal Process:** If dissatisfied with the resolution, the aggrieved party may appeal to the higher authorities or follow any established appeals process within the college.

The Grievances Redressal Policy reflects SAS Government Degree College's commitment to maintaining a harmonious and supportive environment, where concerns are addressed promptly, fairly and in accordance with established procedures.



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