**FACULTY OF MANAGEMENT STUDIES**

**University of Delhi**

**GRIEVANCE REDRESSAL COMMITTEE (GRC)**

The Grievance Redressal Committee (GRC) aims to provide a fair, transparent, and structured process for resolving grievances raised by students. This document outlines the objectives, procedure and composition of the GRC.

**The Grievance Redressal Committee (GRC) aims towards following objectives**

* Providing a neutral platform where students can raise their concerns and be assured of an unbiased resolution without any discrimination
* To Facilitate the resolution of conflicts and grievances to promote a peaceful and productive learning environment
* Recognize the emotional and psychological impact of unresolved grievances on students and provide necessary support through counselling and advisory services.
* Build trust and credibility among students by demonstrating the institution’s commitment to resolving their concerns effectively and fairly.
* Promote adherence to the institution’s code of conduct, which includes respect for faculty, staff, peers, and the institution's property.
* Address incidents of misconduct, including disruptive behaviour, harassment, discrimination, and other violations of campus policies.
* Build and maintain trust within the campus community and among external stakeholders by demonstrating a commitment to high standards of conduct.

**Grievance Handling Procedure**

**Step 1**. Informal Resolution- Encourage students to discuss their concerns directly with the involved party or seek mediation from an academic advisor or faculty member.

**Step 2**: Formal Complaint Submission- Written Complaint- If unresolved, students should submit a formal complaint using the Grievance Form available online and at the administrative office.

**Step 3**: Acknowledgment and Initial Review- GRC to acknowledge receipt within 5-6 working days. Initial Review- Conduct a preliminary review within 7 working days to determine the nature and validity of the complaint.

**Step 4**: Enquiry and Resolution- Thorough enquiry to be completed within 15-20 working days and propose a resolution based on findings and inform the student of the decision and any actions to be taken.

**Step 5**: Appeal Process- Students can appeal the decision to the Dean within 10 working days of receiving the resolution. The Dean reviews and makes a final decision within 15 working days.

**Student’s Welfare / Grievances / Disciplinary Committee**

1. Convener- Anjala Kalsie

**Members**

1. Anabel Benjamin Bara
2. Anshika Agarwal
3. Kavitha S Sharma
4. Meghna Goswami
5. Neha Saini
6. Nidhi Nijhawan
7. Shweta Sagar
8. Vibhuti Gupta

In case of any grievance or disciplinary issue kindly contact us at: fmsstudentwelfare@gmail.com

***NOTE: - Discrepancies and concerns related to attendance, internal assessment and placements are not covered, kindly connect with respective faculties and placement cell.***