

Grievance redressal

Introduction:

NIIT University (NU) is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee is set up at NU in accordance with the University Grants Commission Regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to faculty and staff.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner maintaining necessary confidentiality. Any staff member with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance in writing or send through e-mail. Staff refers to all academic and non-academic staff members. It includes faculty (full time, part time or visiting), teaching assistants, tutors, directors, academic support staff members, full-time or part time employees and full-time consultants who are involved in administrative or non-academic work.

What is a grievance:

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with university that a staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance /complaint relating to sexual harassment will not be covered under these rules. The same shall be addressed by Internal Complaint Committee (ICC).

Procedure for filing complaint:

Any staff having a grievance may lodge a complaint to the Grievance Redressal Committee. Complaint may be oral, by email (grievance@niituniversity.in) or in writing. If the complaint is oral, it will be converted into a written form by the committee member who received the complaint and authenticated by the complainant under his / her signature within 48 hours of the complaint.

A formal grievance complaint shall include:

- ✓ A clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing
- ✓ A reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance
- ✓ Full name contacts information of the person escalating/initiating the grievance complaint

Appeal:

The applicant shall have the right to file an appeal to the president within 30 days from the date of the written communication of decision of the committee.

Note:

- The committee would recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.
- Anonymous complaints will not be entertained.