

# REGENT EDUCATION & RESEARCH FOUNDATION

## Group of Institutions

### Grievance Redressal Policy

#### Introduction:

Regent Education and Research Foundation Group of Institution is dedicated to maintain a supportive and inclusive environment for all members of the college community, including students and staff. Our Grievance Redressal Policy is designed to provide an effective mechanism for addressing concerns and grievances raised by both students and staff members.

#### Scope:

This policy encompasses grievances related to academic matters, administrative issues, interpersonal conflicts, discrimination, harassment, and any other matters affecting the college community.

#### Policy Guidelines:

##### Grievance Redressal Committee:

A Grievance Redressal Committee will be constituted, comprising representatives from various departments, administrative staff, faculty, and student representatives. The committee will ensure impartiality and fairness in investigating and resolving grievances.

##### Submission of Grievances:

Students and staff members can submit their grievances in writing via online (through College Website) or offline (Grievance Redressal box, located at strategic locations). Grievances should include specific details of the issue, relevant supporting documents, and contact information.

##### Receipt Acknowledgment:

Upon receipt of a grievance, an acknowledgment will be sent to the complainant within a specified timeframe, confirming that the grievance has been received and is under review.

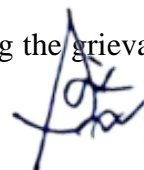
##### Investigation and Resolution:

The Grievance Redressal Committee will conduct a thorough investigation, considering all parties involved.

Grievances will be resolved within a reasonable timeframe, and efforts will be made to address the issue at the earliest.

##### Confidentiality:

All grievances will be treated confidentially. Information shared during the grievance process will only be disclosed to individuals directly involved in the resolution.

  
Principal  
Regent Education & Research Foundation  
Bara Kanthalia, P.O. - Sewli Telinipara  
Barrackpore, Kolkata- 700121

Campus : Regent Education & Research Foundation Group of Institutions

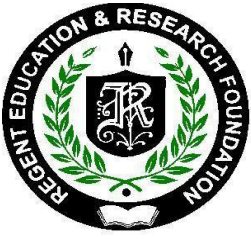
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### **Communication:**

Regular updates on the progress of the grievance investigation and resolution will be provided to the complainant. Communication channels will remain open to ensure transparency.

### **Resolution Options:**

Based on the investigation, the committee will propose suitable solutions for resolution. These may include mediation, corrective actions, policy changes, or any other necessary steps.

### **Appeals Process:**

If the complainant is not satisfied with the resolution, an appeals process will be available. An independent higher authority will review the case to ensure impartiality.

### **Documentation:**


Comprehensive records of all grievances received, investigated, and resolved will be maintained by the Grievance Redressal Committee. These records will be kept confidential and may be used for future reference or analysis.

### **Continuous Improvement:**

Regular reviews of the grievance redressal process will be conducted to identify areas for improvement and streamline the process.

### **Conclusion:**

Regent Education and Research Foundation Group of Institution is committed to fostering a positive and harmonious environment where concerns and grievances are addressed promptly and fairly. This Grievance Redressal Policy underlines our dedication to maintaining transparency, accountability, and a sense of community within the college.

  
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**For  
Regent Education and Research Foundation**

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