



STAREX UNIVERSITY, GURUGRAM

(Established by Haryana Private Universities (Second Amendment) Act No.20 of 2016)

(Recognized by UGC U/sec. 2(f) of the UGC Act, 1956)

(Empowered to Award degrees U/sec. 22 of the UGC Act, 1956)

FACULTY & STAFF GRIEVANCE REDRESSAL POLICY



STAREX UNIVERSITY

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I. **POLICY STATEMENT**

This Policy provides a fair and transparent internal mechanism for addressing and resolving grievances of faculty and staff members. The aim is to promote a respectful and harmonious working environment within the University. Informal resolution is encouraged at the department or school level, and the formal grievance procedure is available when such resolution is not possible.

The University is committed to fostering a fair, transparent, and inclusive work environment for its faculty and staff members. In accordance with the **UGC (Grievance Redressal) Regulations**, this policy provides a structured mechanism for the prompt and impartial resolution of grievances related to service conditions, workplace environment, discrimination, harassment, or administrative decisions.

The objective of this policy is as follows:

- Ensure that grievances are addressed **promptly, fairly, and confidentially.**
- Provide an opportunity for faculty and staff to **express concerns without fear of retaliation.**
- Maintain **compliance with UGC norms** through a formal Grievance Redressal Committee and an **independent Ombudsperson** for appeals.
- Promote a **harmonious and professional workplace** by resolving issues at the earliest possible stage.



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II. **OBJECTIVES OF GRIEVANCE REDRESSAL COMMITTEE**

The University's Grievance Redressal Committee (GRC) has been established with the following objectives:

- To uphold the dignity of the University by maintaining a peaceful and professional atmosphere.
- To provide a platform where faculty and staff can express their grievances without fear of retaliation.
- To encourage mutual respect, patience, and cooperation among colleagues.
- To discourage any form of incitement, vindictive action, or behavior that disrupts the academic or administrative environment.

III. **DEFINITIONS**

- Grievance:** A written complaint by a faculty or staff member alleging a violation of University policy, procedures, or established practices.
- Faculty:** Any person appointed at the rank of Professor, Associate Professor, Assistant Professor, Instructor, or equivalent (including fixed-term or visiting faculty).
- Staff:** Full-time non-teaching employees including administrative staff, library staff, laboratory staff, registrar office, and examination office employees.
- Policy:** Written rules, regulations, or guidelines that governs University operations.



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- e. **Practice:** Established customs or standards, whether written or unwritten, followed in the University.
- f. **Violation:** Any breach, misinterpretation, or misapplication of University policy or practice.

IV. GRIEVANCE REDRESSAL MECHANICSM

The University adopts a two-tier Grievance Redressal System:

- a) School Level Grievance Committee (SLGC)
- b) University Level Grievance Committee (ULGC)

A. COMPOSITION OF SCHOOL LEVEL GRIEVANCE COMMITTEE

The University adopts a two-tier Grievance Redressal System:

- ✓ Dean/Principal/Head of the Department – Chairperson
- ✓ 03 Senior Faculty Members - Members

Table of School Level Grievance Committee (SLGC)

S.No	Name	Designation
1.	Dean/Principal/Head of the Department	Chairperson
2.	Faculty-1	Member
3.	Faculty-2	Member
4.	Faculty-3	Member
5.	One faculty member nominated by the Chairperson to handle administrative tasks	Member Secretary



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FUNCTIONS:

1. Receive and examine grievances of faculty and staff at the School level
2. Attempt informal resolution through dialogue and mutual understanding.
3. Forward unresolved grievances with recommendations to the University Level Grievance Committee (ULGC).

SCOPE:

1. Academic work load, course allocation, examination duties.
2. Interpersonal disputes
3. General service-related concerns within the School.

B. COMPOSITION OF UNIVERSITY LEVEL GRIEVANCE COMMITTEE

- ✓ Pro-Vice Chancellor/Dean Academics – Chairperson
- ✓ Dean or Head of the Departmental – Member
- ✓ Senior Professor(s) – Member(s)
- ✓ Director, HR – Member

Table of University Level Grievance Committee (ULGC)

S.No	Name	Designation
1.	Vice Chancellor/Dean Academics	Chairperson
2.	Dean/Head of the Department	Member
3.	Senior Professor (s)	Member
4.	Director - HR	Member
5.	One faculty member nominated by the Chairperson to handle administrative tasks	Member Secretary



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FUNCTIONS:

1. Receive grievances escalated from the SLGC.
2. Conduct fair and timely enquiry.
3. Provide recommendations for redressal in line with University policies
4. Refer sexual harassment complaints to the Internal Complaints Committee (ICC).

SCOPE:

1. Academic issues (workload, exam-related matters, plagiarism, academic schedules).
2. Interpersonal and workplace conflicts.
3. General misconduct (insubordination, impersonation, malpractice).
4. Any matter beyond the scope of SLGC.

V. SCOPE OF THE COMMITTEES

The Committees shall examine grievances related to:

- ✓ **Academic Issues:** Course allocation, workload, examination, evaluation plagiarism, adherence to academic schedules etc.
- ✓ **Interpersonal issues:** Conflicts or disputes among faculty and staff members.
- ✓ **General Issues:** Insubordination, violation of University norms, impersonation, or malpractice.
- ✓ **Sexual Harassment:** Such cases will be referred to the University's Internal Complaint Committee (ICC) as per statutory provisions.



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Exclusions:

The Committees will not consider matters related to decisions of statutory bodies such as the Academic Council, Board of Studies, or Executive Council.

VI. PROCEDURE FOR FILING A GRIEVANCE

A faculty or staff member may file a grievance in writing with either the SLGC or ULGC. The grievance must include:

1. The policy or practice allegedly violated
2. Date of violation and date of awareness
3. Facts and details relevant to the grievance
4. Name(s) of person(s) against whom grievance is filed.
5. Relief or redress sought.

Supporting documents, if any, should be attached.

VII. SCRUTINY GRIEVANCE

The SLGC or ULGC will verify:

- ✓ Whether the grievance is submitted within a reasonable time.
- ✓ Whether the grievance identifies a specific policy or practice.
- ✓ Whether sufficient details and facts have been provided.

VIII. ENQUIRY PROCEDURE

1. Enquiry will be conducted promptly, keeping in mind the schedules of both the parties.



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2. Written notice of enquiry (time, place, committee members, and relevant documents) will be shared with both parties at least three (3) days in advance.
3. Proceedings should be completed within seven (7) calendar days unless an extension is granted.
4. Minutes will be maintained, and copies may be provided upon request.
5. Confidentiality will be respected.
6. Both parties may present their case and call witnesses.
7. Non-attendance by a party will not prejudice the proceedings.
8. The burden of proof lies on the grievant.
9. The committee will recommend redressal measures if allegations are proven.
10. If grievance is against a ULGC member, the matter will be referred to the Vice Chancellor/Pro-Vice Chancellor and Advisor to Chancellor.

IX. PRINCIPLES

Enquiry will be conducted promptly, keeping in mind the schedules of

- Committees shall adhere to the principles of natural justice.
- Decisions must align with relevant University Acts, Rules, and Regulations.