

GRIEVANCE REDRESSAL PROCESS OF IIM ROHTAK

- Complaint must first be made in writing to the immediate supervisor/reporting officer within 30 days of the incident
 - 30 days must be given to the supervisor/reporting officer to respond
- In case the person is not satisfied with the response from the supervisor/reporting officer the complaint can be made to the Institute's Grievance Redressal Committee within 7 days, post which the complaint will be treated as quashed.
 - Grievance redressal committee of the institute will invite the concerned parties for discussion within 30 days of the receipt of a written and signed complaint.
- Institute's Grievance Redressal Committee may counsel and offer mediation to resolve and redress the grievance. The committee shall not take more than 15 days to schedule counselling or mediation to redress or resolve the matter. The committee may involve an expert for mediation process if needed to aid the committee in decision making. The decision of the counselling and mediation must be communicated to the concerned parties within 15 days of the last date of counselling and mediation. If the party (ies) do not accept the recommendations/decision of Grievance Redressal Committee's, the party(ies) must communicate the same in writing to the Grievance Redressal Committee within 7 days of the receipt of the decision of the committee. Upon receipt of the non-acceptance of recommendation of Grievance Redressal Committee, an inquiry committee of two internal employees of the institute along with the legal expert will be set up by the GRC within 15 days.
 - The inquiry committee will be required to submit their report with 90 days of its formal appointment by the Grievance Redressal Committee.
 - All concerned parties must cooperate with the inquiry committee.
 - Report must be shared with all the parties.
- If the recommendations of the inquiry committee are not accepted by the concerned parties, a formal appeal in writing can be made to the Director. If the complaint involves the Director, the appeal can be made in writing to Director for presenting grievance before the BoG of the institute. The BoG of the institute can hear the representation/appeal and recommend a decision. The Director must submit the writing appeal in such cases to the board and schedule the representation with 150 days of receiving the formal and writing appeal. Director must convey to the concerned party(ies) the decision of the BoG with 60 days of the representation before the board.