

GRIEVANCE REDRESSAL POLICY FOR S' RESIDENCES RESIDENTS

Purpose and Scope:

This policy establishes a clear, transparent, and responsive mechanism for residents of S' Residences to raise concerns or complaints regarding hostel life. It ensures timely resolution, accountability, and a respectful communication channel between residents and management.

What Constitutes a Grievance:

Grievances may include, but are not limited to, the following:

- Issues related to hostel facilities or services (housekeeping, maintenance, laundry)
- Disputes with staff or fellow residents
- Harassment, discrimination, or safety concerns
- Misuse or damage to property affecting shared living
- Mismanagement of policies or disciplinary actions

Grievance Submission Channels:

1.1. Residents may raise grievances through the following official channels:

- The Grievance Form available at the hostel reception
- The S' Residences mobile app complaint portal
- Email communication to the hostel warden
- In-person appointment with the Hostel Warden

1.2. Anonymous complaints may be submitted via the confidential feedback box located near the hostel office.

Redressal Hierarchy and Timelines:

Level 1 — Hostel Warden— Within 2 working days

Level 2 — Hostel Manager / Admin Officer — Within 3 working days from escalation

Level 3 — Student Welfare Committee — Within 7 working days from further escalation

2.1. If unresolved at Level 1, the grievance will be automatically escalated to the next level.

2.2. In serious or urgent cases, immediate intervention may be taken by senior management or university authorities.

Resident Conduct During Grievance Process:

- 3.1. Residents are expected to present complaints with clarity, respect, and truthfulness.
- 3.2. False, frivolous, or malicious complaints may lead to disciplinary action.
- 3.3. Retaliation against a resident for raising a grievance is strictly prohibited and will be penalised.

Protection of Privacy and Confidentiality:

- 4.1. All grievances will be handled with discretion. The identity of the complainant will be kept confidential unless disclosure is required for resolution or legal purposes.
- 4.2. Only designated authorities will have access to grievance records.

Closure and Follow-Up:

- 5.1. Once a grievance is resolved, the resident will receive a formal closure note via email or in person.
- 5.2. Feedback may be collected post-resolution to assess the effectiveness of the process.
- 5.3. If unsatisfied, the resident may appeal to the University's Student Grievance Cell.

Amendments:

- 6.1. This policy will be reviewed periodically and revised as per regulatory updates, resident feedback, or operational changes.

By following the Grievance Redressal Policy, residents of S' Residences contribute to a fair, respectful, and accountable housing environment that values student voices and well-being.