



8 DECENT WORK AND ECONOMIC GROWTH



8.2.8 Policy on Office of Human Resources & Grievance Redressal Cell

St. Peter's Institute of Higher Education and Research (SPIHER) is dedicated to ensuring fair and equitable treatment of all community members through the Office of Human Resources & Grievance Redressal Cell. This policy embodies the institution's commitment to fostering an inclusive, respectful, and supportive environment by promoting equal opportunity, non-discrimination, and protection of rights within all aspects of university life.

Key Responsibilities include developing and enforcing policies that prevent discrimination and harassment, providing confidential grievance mechanisms, and ensuring compliance with relevant laws and institutional standards. The office facilitates training and awareness programs to promote cultural competency and unconscious bias reduction, while encouraging transparent communication to build trust in grievance processes.

Regular assessments and data-driven strategies help ensure continuous improvement in equity and inclusivity. The office collaborates with university leadership, academic departments, and student organizations to embed equity and fairness principles institution-wide.

This policy supports SPIHER's mission of social justice, academic excellence, and community wellbeing by advancing Sustainable Development Goals related to poverty reduction, decent work, and reduced inequalities. It also indirectly fosters good health, gender equality, and quality education through enhancing experiences for staff and students.

The establishment of the Grievance Redressal Cell ensures accessible, impartial, and timely resolution of concerns. Safeguards against retaliation and confidential handling empower all members to raise issues without fear. Together, these measures contribute to realizing a university culture where diversity is respected, equity is practiced, and every individual can thrive.



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POLICY ON OFFICE OF HUMAN RESOURCES & GRIEVANCE REDRESSAL CELL

Introduction
 This policy reaffirms St. Peter's Institute of Higher Education and Research's (SPIHER) commitment to fostering a fair, transparent, and supportive environment for all members of the university. It recognizes the essential role of the Office of Human Resources & Grievance Redressal Cell in addressing concerns related to employment, equity, discrimination, and campus life, upholding national laws and international standards.

Scope
 The policy applies to all students, faculty, staff, outsourced workers, and affiliates at all levels and departments within the university.

Policy Commitments

- Promote effective grievance redressal mechanisms that are confidential, impartial, accessible, and timely.
- Provide training and awareness programs on rights, complaint procedures, and respectful workplace behavior.
- Support accommodations and tailored intervention strategies for complainants and respondents as needed.
- Ensure fair investigation and resolution of grievances based on thorough, unbiased inquiry.
- Maintain detailed records and transparency while safeguarding confidentiality.
- Periodically review grievance processes and policy effectiveness through data analysis and stakeholder feedback.

Definitions
 Grievance Redressal: Formal mechanisms and procedures for addressing complaints related to workplace issues, discrimination, harassment, and policy violations.

Responsibilities

- Human Resources: Facilitate training, manage grievance cases, support parties involved, and coordinate with institutional equity offices.
- Grievance Redressal Cell: Independently investigate complaints, recommend corrective actions, and monitor policy adherence.
- Supervisors and Managers: Encourage open dialogue, promptly report issues, and uphold a respectful work environment.
- University Administration: Ensure resources and authority for effective grievance management and policy implementation.

Monitoring and Compliance

- Regular audits of grievance cases and procedures.
- Transparent reporting to leadership with recommendations for continuous improvement.
- Engagement with university community to foster awareness and trust in the grievance system.

Conclusion
 The Office of Human Resources & Grievance Redressal Cell is central to SPIHER's commitment to social justice, equity, and dignity for all. By providing accessible and effective mechanisms to address concerns, the office strengthens a culture of respect, accountability, and inclusion, contributing meaningfully to a supportive university community.

01.02.2024


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Policy on Office of Human Resources & Grievance Redressal Cell

Policy Created on:	01/07/2020	Approved by:
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Directly supported SDGs

- SDG 1 No Poverty
- SDG 8 Decent Work and Economic Growth
- SDG 10 Reduced Inequalities

Indirectly supported SDGs

- SDG 3 Good Health and Well-Being
- SDG 5 Gender Equality
- SDG 4 Quality Education (through improved staff stability, wellbeing, and inclusive policies)



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Commitment to fostering an inclusive, equitable, and respectful environment for all members of its community through the office of Human Resources & Grievance Redressal Cell.

St. Peter's Institute of Higher Education and Research is committed to fostering an institutional culture rooted in equity, diversity, and inclusion. This policy affirms SPIHER's dedication to providing a supportive, respectful environment for all community members by ensuring fair access to opportunities and resources free from discrimination or bias.

The Office of Human Resources & Grievance Redressal Cell (OHGRC) leads university-wide efforts to uphold legal compliance and ethical standards. The office administers training on unconscious bias, anti-discrimination, and cultural competence, while offering confidential grievance channels to address concerns promptly and fairly.

SPIHER conducts regular equity assessments and transparent reporting to guide continuous improvement. OHGRC collaborates with leadership, faculty, staff, and students to embed equity, fairness, and respect into academic, administrative, and operational functions.

This policy supports SPIHER's mission of social justice, academic excellence, and wellbeing by advancing Sustainable Development Goals focused on reducing inequalities, ensuring decent work, promoting gender equality, and improving quality education and health. It cultivates an inclusive, empowered university community where every member's dignity is upheld and contributions are valued.

The grievance redressal mechanism ensures accessible, impartial, and timely resolution of complaints, safeguarding complainants from retaliation and fostering trust. Through these measures, SPIHER builds a culture of accountability and respect, advancing its core values and institutional excellence.

Kothari Commission said that 'Destiny of India is shaped in her classroom'. It means the treatment of students in the schools and universities that matters much in our efforts to build our nation. The treatment includes redressal of grievances of students. Hence, we need to keep the students, teachers and parents free from grievances. This is all the more important in a democratic country like ours and grievances of students are to be attended sincerely.

In view of this importance, UGC had issued its Grievance Redressal Regulations 2012. In accordance with the UGC Regulations, the Institute has formed grievance redressal committee mechanism. It defines that a grievance can include any discontent or dissatisfaction by any of the stakeholders including students, staff, parents and public which they feel is unfair, unjust or inequitable that needs to be corrected.

The committee addresses grievances if any, related to various aspects of administration which is brought to their notice by different stakeholders of the Institute. It is reconstituted every year to include the functionaries such as Deans, Heads of departments and faculty members.

Objectives of the policy:

To provide natural justice to all the stake holders regarding their complaints and ensure that the grievance is addressed immediately without much delay.

Implementation of the policy:

The Grievance Redressal Committee is to monitor the issues related to grievance in matters of admission, examinations, finance, academic etc. It has

provided drop boxes for the stakeholders to drop their complaints. Also, stake holders can register their grievance in the website itself. Further, students can directly inform their Heads of departments or Deans about any issues or grievances. If the issues or grievances are not resolved, the stake holders have the option of meeting the Ombudsman of the Institute for immediate solutions. The composition of the grievance redressal committee is available on the website for easy access by all the stakeholders of the institute.

Human Resources on Redressal Grievance provides safeguarding, accessible, timely action on the complaints registered based for the students and faculty members

Conclusion

This policy reflects SPIHER's unwavering dedication to cultivating an equitable, inclusive, and just campus environment. Through robust grievance mechanisms, proactive training, comprehensive support, and strong leadership commitment, the university guarantees that concerns are addressed fairly and effectively. By embodying these principles, SPIHER advances its core mission and contributes substantially to the achievement of Sustainable Development Goals, fostering a welcoming and empowering university community for all. The Office of Human Resources & Grievance Redressal Cell at SPIHER is committed to ensuring fair, transparent, and timely resolution of grievances for all university community members. The policy provides confidential, impartial mechanisms for addressing issues related to discrimination, harassment, and workplace concerns. It promotes awareness, training, and regular monitoring to enhance trust and accountability. Through collaboration with leadership and stakeholders, the office fosters an inclusive culture where all voices are heard, and problems are resolved effectively while safeguarding complainants from retaliation. This system contributes to a respectful, equitable, and supportive environment aligned with institutional values and sustainable development goals.