



Karve Institute of Social Service

Grievance Redressal Policy



The Karve Institute of Social Service is committed to providing a safe and respectful environment for all its employees, students, and their parents/guardians, free from discrimination on any grounds and from harassment at the workplace.

The aim of this policy is to create and maintain an effective, timely, fair, and equitable grievance handling system for employees, students, and their parents/guardians.

The institute operates with a zero-tolerance policy toward any form of harassment or discrimination on campus. All incidents will be treated seriously, and a thorough investigation of all allegations of harassment will be conducted promptly.

Any individual found to have harassed or discriminated against another will face disciplinary action, up to and including dismissal from employment or expulsion.

Key Operative Principles:

- 1.** Develop a culture of understanding, addressing, and providing prompt redress for any grievances, with steps to prevent recurrence of such incidents.
- 2.** Establish a grievance handling system focused on students and employees to ensure all voices are heard.
- 3.** Ensure grievances are resolved promptly, objectively, with sensitivity, and under the best possible confidentiality standards.
- 4.** Guarantee that both complainant and respondent are treated fairly, without discrimination or victimization.
- 5.** Ensure consistent responses to grievances, ensuring that all complaints of harassment or discrimination are taken seriously and treated with respect and confidence. No one will be victimized for making a complaint.

