



Guruji Education Foundation

Grievance Redressal Policy

Version 1.0

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Version 1.0

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Version Release History

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Grievance Redressal Policy

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1. Purpose

To establish a transparent, accountable, and fair process for addressing grievances raised by stakeholders, including students, teachers, parents, volunteers, staff, and other beneficiaries of services provided by Guruji Education Foundation (GEF). The policy ensures that grievances are resolved promptly and in a manner that maintains the integrity of GEF and its commitment to social justice.

2. Scope

This policy applies to all individuals and groups who are involved with or impacted by the operations of the NGO, including but not limited to:

- Students
- Parents/Guardians
- Teachers and Education Facilitators
- Volunteers
- Employees

3. Objectives

The primary objective of this policy is to:

- i. Provide a fair and timely mechanism for addressing grievances.
- ii. Ensure that grievances are addressed in a manner that protects the rights and dignity of all stakeholders.
- iii. Strengthen the accountability and transparency of GEF's operations
- iv. Promote trust and positive relationships between stakeholders.

4. Grievances Covered

The policy covers the following types of grievances:

- i. **Academic Grievances:** Issues related to content, teaching methods, assessments, and academic performance.
- ii. **Administrative Grievances:** Issues related to administrative policies, scheduling, and facilities.

- iii. **Behavioral Grievances:** Complaints concerning misconduct, discrimination, harassment, or unethical behavior by any stakeholder.
- iv. **Resource Grievances:** Concerns related to the availability or quality of learning materials, infrastructure, and other resources.
- v. **Other Grievances:** Any other complaints not covered above but relevant to GEF's operations.

5. Grievance Redressal Mechanism

The grievance redressal process involves the following steps:

5.1 Receipt of Grievance

- i. Grievances can be submitted in writing (via GEF website or email or letter or a messaging app) or verbally (in person or over the phone) to the designated Grievance Redressal Officer (GRO).
- ii. Grievances can also be raised to the Chairman, GEF.

5.2 Acknowledgement of Grievance

- i. Upon receipt of a grievance, the GRO will acknowledge the grievance in writing, within 2-3 working days.

5.3 Investigation and Analysis

- i. The GRO will review the nature of the grievance and determine whether it falls within the scope of this policy.
- ii. The GRO will undertake a fair and impartial investigation to understand the facts of the issue. This may involve interviews, review of documents, and consultations with relevant stakeholders.

5.4 Resolution

- i. After analyzing the grievance, the GRO will determine the appropriate course of action, which may include:
 - Clarification of any misunderstandings.
 - Counselling or guidance for the concerned parties.
 - Corrective measures, such as changes in policy or practice.
 - Disciplinary action for serious grievances, if applicable.

5.5 Response Time

- i. GEF aims to resolve grievances within 15 working days from the date of acknowledgment. In cases where this timeline cannot be met, the GRO will inform the complainant of the delay and provide a new expected resolution date.

5.6 Communication of Resolution

- i. Once the grievance has been resolved, the complainant will be informed of the resolution and any actions taken, in writing, through their preferred mode of communication.

6. Grievance Redressal Officer (GRO)

- i. The NGO will appoint a Grievance Redressal Officer (GRO) who will be responsible for overseeing the entire grievance redressal process. The GRO should be someone with an understanding of GEF's operations, conflict resolution skills, and the authority to implement solutions.
- ii. Contact details of the GRO, including phone numbers and email, will be publicly available on GEF's website.

7. Confidentiality

- i. All grievances will be handled in a confidential manner to protect the identity and privacy of the parties involved.
- ii. Information regarding the grievance will only be shared with individuals directly involved in the resolution process.

8. Appeals Process

If the complainant is dissatisfied with the resolution, they may appeal to a higher authority within the NGO. The appeal will be reviewed by a grievance committee, which may include senior management and external advisors, if necessary.

1. The appeal should be submitted within 7 days of receiving the resolution.
2. A final decision will be communicated to the complainant within 15 working days of the appeal being lodged.

9. Monitoring & Reporting

1. The NGO will regularly monitor and assess the effectiveness of the grievance redressal process.
2. A report summarizing the types of grievances received and the resolution outcomes will be made available to stakeholders annually.

10. Awareness

1. All Stakeholders (students, parents/guardians, teachers & education facilitators, volunteers, employees etc.) will be made aware of this policy and the Grievance Redressal process through information dissemination materials, orientation sessions, and/or individual communication.

11. Monitoring and Review

3. The policy will be reviewed annually or as required due to changes in legislation or incidents.
4. Feedback from staff, children, and community stakeholders will be used for improvements.

Annexures

1. Contact Details for Grievance Redressal

Annexure I

Contact Details for Grievance Redressal Guruji Education Foundation

Name of Grievance Redressal Officer: Vidyut Navelkar

Designation: Grievance Redressal Officer

Contact Phone No.: +91 98203 28943

eMail id: vidyut.navelkar@gurujifoundation.in

Chairman's email id: chairman@gurujifoundation.in

Website/Hotline for Submitting Grievances:

1. **Website:** <https://www.gurujifoundation.in/grievance>
2. **Hotline (Chairman, GEF):** +91 9820431482