



Lloyd Business School

Ladder Of Success



LLOYD BUSINESS SCHOOL

Plot No.-11, Knowledge Park-II, Greater Noida, Uttar Pradesh-201306

GRIEVANCE REDRESSAL POLICY

Responsible Executive Convenors: Grievance Redressal Cell (GRC)

Constitution Date: July 19, 2021

1. Introduction

The Grievance Redressal Cell (GRC) of Lloyd Business School has been constituted to provide a structured and institutional mechanism for the redressal of grievances raised by students, faculty members, and non-teaching staff. The Cell aims to address concern in a fair, transparent, and time-bound manner while fostering a positive, inclusive, and supportive academic and work environment.

The GRC is empowered to take cognizance of grievances either on receipt of a formal complaint or through **suo moto** action wherever circumstances so warrant. Depending on the nature and sensitivity of the grievance, the GRC may function in coordination with the Discipline Committee or the Internal Complaints Committee (ICC). To ensure consistency and efficiency in grievance handling, certain members may serve across these committees.

2. Objectives

The primary objective of the Grievance Redressal Cell is to ensure that all grievances are addressed in a just, impartial, and timely manner. The Cell seeks to create a safe, respectful, and student- and employee-friendly institutional environment where concerns can be expressed without fear of bias or reprisal.

Further, the GRC is guided by the principles of natural justice and aims to strengthen institutional trust by ensuring transparency, accountability, and procedural fairness in grievance handling. Through its functioning, the Cell also contributes to the continuous improvement of institutional systems and practices.

3. Composition of the Grievance Redressal Committee

The Grievance Redressal Committee is responsible for examining and resolving grievances raised by students, faculty members, and non-teaching staff of the Institute. The Committee is duly authorized to initiate suo moto proceedings wherever deemed necessary.

Depending on the nature of the grievance, the Committee may work in coordination with the Discipline Committee or the Internal Complaints Committee, and the membership of these committees may overlap to ensure informed and effective decision-making.

Composition of the Grievance Redressal Committee

S. No.	Name	Designation	Committee Position	Mob. No.	Email Id
1	Dr. Satish Kumar Matta	Director & Professor	Convener	9811288869	skmatta@lloydcollege.in
2	Dr. Ripudaman Guar	Professor	Member	9811218414	Ripudaman.gaur@lloydbusinessschool.edu.in
3	Dr. Arun Arora	Professor	Member	95579 12200	arun.arora@lloydbusinessschool.edu.in
4	Dr. Fehmina Khalique	Professor	Member	6810207214	fehmina.khalique@lloydbusinessschool.edu.in
5	Dr Vandana Pareek	Associate Professor	Member	8076809192	Vandana.pareek@lloydbusinessschool.edu.in
6	Ms. Snigdha Chowdhary	Assistant Professor	Member	8130073738	snigdha.chowdhary@lloydcollege.in
7	Prof. Vandana Arora Sethi	Group Director	External Member	9873250790	vandana.sethi@lloydcollege.in
8	Mr. Manohar Thairani	President	Adjudication Authority	9873250790	president@lloydcollege.in

4. Functions and Responsibilities

- The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the Institute raised individually by the concerned aggrieved employee/ student of the Institute.
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/ student.
- After receiving any application, the Committee will decide on the merit of the case regarding scope of further discussion.

5. Jurisdiction of the Committee

The Grievance Redressal Committee shall deal with grievances received in writing pertaining to the following areas:

Academic Matters:

Issues related to evaluation, marks, grade cards, examinations, issuance of certificates, transfer certificates, and other academic concerns.

Financial Matters:

Issues related to fees, dues, refunds, payments, or any other financial transactions with the Institute.

Administrative Matters:

Issues related to infrastructure, food services, sanitation, transport facilities, or any form of discrimination, harassment, or victimization within the Institute.

Grievances falling under the jurisdiction of statutory bodies such as the Internal Complaints Committee (ICC) shall be referred to the appropriate authority as per applicable regulations.

6. Procedure for Redressal of Grievances

An aggrieved employee shall initially submit the grievance in writing to the concerned Head of the Department (HoD). The HoD shall make sincere efforts to resolve the grievance within two working days.

If the grievance is not resolved within the stipulated period, the HoD shall forward the grievance to the Chairperson of the Grievance Redressal Committee.

The Chairperson/Convener shall convene a meeting of the Committee within two working days of receiving the grievance, either from the HoD or directly from the aggrieved employee/student, where applicable.

The Committee shall verify the facts, provide an opportunity of hearing to the concerned parties, and shall either endorse the resolution proposed by the HoD or pass an appropriate reasoned order within one week from the date of receipt of the grievance.

If the aggrieved employee is not satisfied with the decision of the Grievance Redressal Committee, he/she may submit an appeal to the Group Director, Lloyd, within one week of receipt of the Committee's decision, along with all relevant details and documents.

The Group Director shall review the matter and pass an appropriate and reasoned order. Where necessary, the Group Director may recommend suitable corrective and preventive measures to avoid recurrence of similar grievances, including amendments to institutional rules or procedures.

7. Principles of Natural Justice

The Grievance Redressal Cell shall function strictly in accordance with the principles of natural justice. A fair, unbiased, and transparent hearing shall be provided to all parties involved in the grievance.

No decision or order shall be passed in contravention of this policy. Confidentiality of all grievances and proceedings shall be strictly maintained to protect the dignity and privacy of the individuals concerned. The Committee shall ensure impartiality, objectivity, and procedural fairness at every stage of grievance redressal.

8. Review and Compliance

The Grievance Redressal Cell shall periodically review the nature and frequency of grievances received and shall recommend suitable preventive or corrective measures to the institutional authorities.

This policy is in alignment with the guidelines and quality assurance frameworks prescribed by NBA, AICTE, and other relevant regulatory bodies, and shall be reviewed and updated from time to time to ensure continued relevance and effectiveness.

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