

# Munnar Catering College

RAS AL KHAIMAH CAMPUS  
GRIEVANCE POLICY

**1. Purpose:** The purpose of this Grievance Policy is to provide a structured and transparent mechanism for students, faculty, staff, and stakeholders to raise and resolve grievances in a timely and fair manner. The policy is designed to promote a supportive and collaborative environment while ensuring accountability and adherence to institutional values.

**2. Scope:** This policy applies to all students, faculty members, non-teaching staff, and other stakeholders affiliated with the college. It covers grievances related to academic matters, administration, facilities, workplace conditions, or any other aspect impacting the functioning of the institution.

**3. Principles:** The grievance redressal process will be guided by the following principles:

- **Confidentiality:** All grievances will be handled with the utmost confidentiality.
- **Transparency:** The procedures and resolutions will be communicated clearly to all concerned parties.
- **Timeliness:** Every effort will be made to resolve grievances promptly.
- **Non-Retaliation:** No person shall face retaliation for raising a grievance in good faith.
- **Fairness:** Grievances will be addressed impartially, ensuring a fair resolution.

#### 4. Grievance Redressal Procedure:

**Step 1: Informal Resolution** Individuals are encouraged to attempt an informal resolution by discussing the issue with the concerned party or department. If the issue remains unresolved, they may proceed to the formal grievance process.

#### Step 2: Filing a Formal Grievance

- Grievances must be submitted in writing to [writetochairman@gmail.com](mailto:writetochairman@gmail.com)
- The grievance should include the following details:
  - Name and contact details of the complainant.
  - Date and nature of the grievance.
  - Specific details of the issue and any supporting evidence.

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## Step 3: Investigation

- A thorough and impartial investigation will be conducted, which may include discussions with involved parties and reviewing relevant documents.

## Step 4: Resolution

- A resolution will be communicated to the complainant and other relevant stakeholders within 21 working days of filing the grievance.
- If additional time is required, the complainant will be notified of the delay and provided with updates.

## Step 5: Appeal Process

- If the complainant is unsatisfied with the resolution, they may submit a written appeal to the higher authority at [info@dok.rak.ae](mailto:info@dok.rak.ae) or through the official RAK DOK website (<https://dok.rak.ae/>).
- The appeal process and a final decision will be made as per RAK DOK policies and processes.

**5. Communication of Policy:** This policy will be made accessible to all members of the college through the official website and notice boards.

**6. Monitoring and Review:** The college will periodically review this policy to ensure its effectiveness and make necessary updates as required.

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