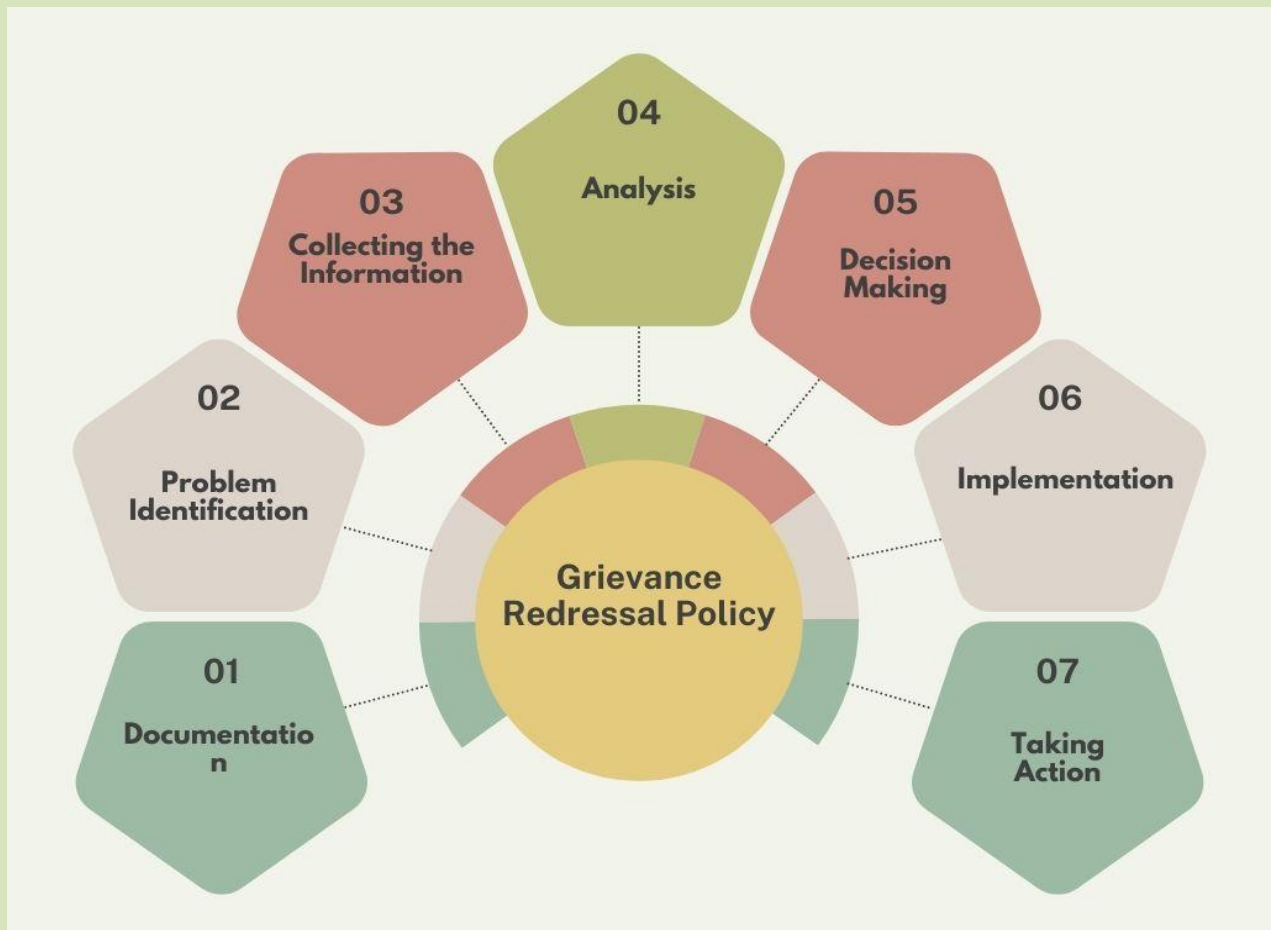




Grievance Redressal Policy



Establishing a comprehensive Grievance Redressal Policy is essential for fostering a responsive and accountable atmosphere among all stakeholders, thereby maintaining harmony within the educational environment. Below is a structured and professional outline of the Grievance Redressal Policy for your college

Grievance Redressal Policy

1. Objective:

- The Grievance Cell aims to cultivate a responsive and accountable attitude among all stakeholders, ensuring a harmonious educational atmosphere within the institute. The specific objectives include:
- Upholding the dignity of the College by promoting cordial relationships among students and between students and teachers.
- Encouraging students to express their grievances freely and frankly, without fear of victimization.
- Advising students to respect the rights and dignity of others and to exercise restraint and patience in situations of conflict.
- Discouraging students from inciting conflicts against peers, teachers, or the College administration.
- Advising staff to be supportive and not behave vindictively towards any student for any reason.
- Strictly prohibiting ragging in any form, both inside and outside the institution, and ensuring that any violations are promptly reported to the Principal.

2. Scope:

- The Grievance Cell addresses grievances received in writing from students concerning the following matters:
- Academic Matters: Issues related to the timely issuance of date sheets, results, character certificates, conduct certificates, or other examination-related concerns.
- Financial Matters: Concerns regarding dues and payments for various items.
- Other Matters: Issues related to sanitation conditions, availability of transport, victimization by teachers, etc.

3. Functions:

The Grievance Cell performs the following functions:

- Promptly attends to written grievances received from students.
- Reviews all cases formally and acts in accordance with the established policy.
- Develops and implements a mechanism to handle reported grievances.
- Forwards findings to the Management, if necessary, for further action.
- Listens to, records, and scrutinizes grievances submitted by staff and students and takes immediate necessary steps.
- Addresses grievances based on their authenticity and severity.
- Represents grievances to the concerned sections, which may include maintenance, transport, academic affairs, amenities, etc.
- Convenes periodic meetings to discuss the resolution status of grievances.
- Conducts regular follow-ups until final resolution.
- Maintains strict confidentiality when necessary.

- Reports to the authority about the cases attended to and any pending cases requiring direction and guidance from higher authorities.

4. Procedure for Lodging a Complaint:

- **Submission:** Students may submit their grievances in writing or use the format available in the department or on the college website. A suggestion/complaint box is installed in front of the Administrative Block for students who wish to remain anonymous.
- **Processing:** The Grievance Cell will act upon cases that have been forwarded along with the necessary documents.
- **Resolution:** The Grievance Cell will ensure that the grievance is properly resolved within a stipulated time frame.

5. Complaint Management Mechanism:

The complaint management mechanism operates at three levels within the institution:

1. Departmental Level: Grievances are attended to by the concerned class teachers, who act as mentors, along with the department heads. Student and staff coordinators of various clubs and associations facilitate communication and resolution of grievances pertaining to their respective areas.

2. Institutional Level: Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution. Students can approach the Cell with complaints of common interest and may

directly communicate them to the Principal or management representative.

3. Management Level: Depending on the seriousness of the issue, the Grievance Redressal Cell or the Principal, in consultation with other members of the management, parents, and faculty, will settle the issues.

Through the collective efforts of all stakeholders—the management, department heads, class teachers, and various staff coordinators—the Grievance Redressal Cell aims to resolve complaints promptly and efficiently.

6. Action Taken Form:

An Action Taken Form is used to document the details of each grievance and the actions taken.

By implementing this policy, the college aims to ensure that all grievances are addressed promptly and effectively, thereby promoting a supportive and inclusive environment for all members of the institution.

Action Taken Form

STUDENTS GRIEVANCES REDRESSAL CELL

Complaints lodged date:

Complainant Name:

Class: Roll No.

Issue:.....

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Action Taken:.....
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Signature of the faculty
(HOD/Mentor/Co-ordinator
of Grievance Committee)

Principal

Action Taken(Date):.....
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