

## **STUDENTS GRIEVANCE REDRESSAL POLICY**

Responsible Officers: Principal, the Student Grievance Cell& the IQAC

Last Reviewed: March 2022

The Institution has adopted the following policy, in respect of handling student complaints/grievances, in line with the Quality Policy of the College. The Policy is stated in short in the handbook and displayed in detail on the website.

The Policy:

With a view to ensuring a consistently congenial learning experience in its endeavour to become a Quality Institute, the College provides a responsive, fair, expeditious and student-centric query/ complaint management procedure to all students.

As part of our constant endeavour to ensure transparency in all the activities at different stages, the College provides a proper mechanism to the students for redressal of their grievances. The committee will deal with all the Grievances directly which are related to the common problems at the College level both Academic and Administrative. The aggrieved member shall submit her petition to the Grievance Redressal Committee in a sealed envelope marked 'confidential'. On receipt of a petition the Grievance Redressal Committee will endeavour to send its recommendation to the Principal for further action. In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Principal/ Disciplinary Authority to take appropriate action against the complainant.

Complaints dropped in the 'Suggestion Box' by students and parents and oral complaints are also redressed. All complaints are scrutinized by the Management and the grievance redressal cell.

The College shall:

1. Ensure visibility and accessibility of complaint handling process to all complainants.
2. Provide access to grievance redressal policy to students
3. Handle Complaints professionally & in a transparent manner
4. Ensure Objectivity in the complaint handling process
5. Provide Prompt & Responsive Complaint Resolution to the students.
6. Ensure confidentiality of Complainants' information unless required for addressing the complaint
7. Ensure clear accountability for resolution and reporting of complaints

8. Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by the University and mentioned in the Grievance redressal policy.
9. Continually improve its processes & systems by taking inputs from all stakeholders.
10. Ensure adherence to the G.R. policy as defined by the College.

### Three level Grievance Redressal Mechanism

There is a three-tier Grievance Redressal Mechanism. The Mentor/ Class teacher in the first step in the case of a direct complaint, the Grievance Redressal Committee at the second level and if it still is unresolved the Principal at the third and final level.

#### LEVEL I

Any aggrieved student can submit her grievance in writing to the Mentor/ Class teacher of the respective class which will be taken up by the Mentor/ Class teacher within five working days.

In case the student is not satisfied with the decision of Mentor/ Class teacher, she may go in appeal to Level II.

#### LEVEL II

An appeal may be submitted to the Grievance Redressal Committee along with the copy of the decision of the Mentor/ Class teacher for review/reconsideration within seven working days from the date of the decision at Level I.

The composition of the College Grievance Redressal Committee will be as follows; Vice Principal&Two Senior Faculty Members.

In case the student is not satisfied with the decision of the Grievance Redressal Committee she may go in appeal to Level III.

#### LEVEL III

An appeal may be submitted to the Principal along with the copy of the decision of the Grievance Redressal Committee for review/reconsideration, as a final appeal, within seven working days from the date of the decision at Level II.

The Decision of the Principal shall be the final.

### Mandatory Display

We have ensured transparency, visibility and accessibility to the grievance redressal process by providing:

1. Complaints and Suggestion boxes at convenient locations which are emptied frequently and complaints collected, if any.
2. Telephone numbers made accessible in handbook, website, various locations on campus

### Monitoring and Review

The Grievance Redressal Committee meets at least once a Semester, or as frequently as desired, to monitor and review its activities and functioning. The points of mandatory review include:

☐ Category wise trends of the complaints, queries and grievances

☐ Times of complaints resolution

☐ Frequent areas of complaints

☐ Cause analysis and suggestion of remedial measures.

Every attempt will be made to fairly and appropriately resolve grievance. A fair and appropriate resolution does not mean that the student will like the results.

Grievance Committee for Sexual Harassment means a Committee constituted by the management consisting of five or more members to look after the allegation of sexual harassment in the Institution. Sexual Harassment means and includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

- a. Physical contact and advances,
- b. A demand or request for sexual favour,
- c. Sexually coloured remarks,
- d. Showing pornography,
- e. Any other unwelcome physical, verbal or nonverbal conduct of sexual nature.

The Committee shall have the power to enquire into all complaints referred to it either by individual staff or the management regarding the allegation of sexual harassment in the institution and recommend suitable action including initiation of criminal case or departmental proceeding against the accused.

If any question arises relating to the interpretation of rules or any term, it shall be referred to the Manager who shall, subject to the approval of the Governing Body, give her decision and such decision shall be final.