

Grievance Redressal Policy

Introduction

To promote the welfare of students and faculty of our college has an effective and robust mechanism for handling grievances. The student grievances related to academic and non-academic matters are forwarded to concern redressal committee for taking necessary actions based on the stipulated rules and regulation of our institution. The faculty related grievances are forwarded to concern section for taking or providing suitable solutions

Objective

- The grievance redressal committee has the responsibility to deal with the complex situations in a systematic manner to overcome the issues with clear solutions. The main focus of this committee is to encourage the students to express their grievance or problems in an open mind, without any fear of being victimized
- Grievance redressal committees are formed with clear view and platform to the students to address their issues and get them resolved.
- The committees are required to handle students' grievances and provide speedy resolution for the same. The following objectives are the important in general,
 1. To ensure that students gets correct or required solution for their problems
 2. To establish a good relationship among students and faculties
 3. To establish a strong and open platform for essential communications for the students and faculties and this will reduce the communication gap related to various academic matters
 4. To provide a stage for the students to express their views and grievances freely with any hesitation and ensuring that it would be handled without any biases

Functions of Grievance Redressal Committee

The following points are discussed about the basic functions of a Grievance Redressal Committee,

- a. Accept any form of grievances from students and staffs related to any issues in the college
- b. To establish a mechanism to handle the reports of grievances from students and staffs
- c. To constitute a committee to analysis and come with a finds from the collected grievances. This committee has to provide a necessary set of further actions to resolve the grievances

- d. This committee has to listen, shortlist and make a record of grievance and necessary actions will be taken based on the grievance authenticity and seriousness of the issues
- e. The collected grievances are forwarded to the concern departments for taking necessary actions.
- f. The grievance list and action taken list will prepared by the committee members and these lists will be forwarded to top level college managements immediately
- g. This committee has to convince a periodical meetings in a regular intervals to resolve the problems, discuss about the settle down of issues and provide a follow-up of these issues in a quick manner
- h. This committee members has to maintain a strict and confidentiality about the grievances submitted by the students and faculty members

Structure of College Grievance Redressal Committee

- The basic structure of a grievance redressal committee can be constituted by the principal with senior faculty members from each department. In addition to that, external staffs may be included based on the needs of grievances
- The committee may be constituted with minimum of 5 to 7 members including Academic, Administrative, faculty representation and student representations

Category of Grievances

The grievances are classified into basic structure of Academic and Non-Academic Matters

Academic Matters

The grievances related to academic matters are listed as follows,

1. Subject and syllabus related issues
2. Internal marks related issues
3. Code of conduct in class room environment for both Students and Faculties
4. Academic related un-ethical issues by the faculties, like awarding of marks, special permission, etc.,
5. Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Non-academic Matters

Grievances related to non-academic matters are handled by the separate committee formulated by the college principal:

- Issues related to indiscipline activities inside the campus and this will be enquired by Discipline Committee
- Issues related to Ragging/Bullying will be handled by Anti-Ragging Committee
- Issues related to sexual harassment and un-ethical activities with students including girls and boys will be handled by the Internal Complaints Committee etc.
- Issues related to Discrimination based on inequality treatment among the students will be monitored and handled by the separate committee.
- Issues related inadequacy of Infrastructure and other facilities will be addressed by the administrative section
- Issues related finance and student fees structures will be address by the Financial Committee

Organization wide awareness

Awareness among stakeholders is created by

- Organizing awareness programs
- Displaying the grievance registration mechanism on Web site
- Digital sign boards
- Posters in prominent places of the campus

Grievance receiving mechanisms

Anyone with a genuine grievance may lodge their complaint to S.A.E.C along with necessary documents, if any.

The grievance shall be reported by using any of the following modes:

- Report submission in person by approaching the chairman of the Committee
- Online at the website <https://saec.edugrievance.com/>.