

Students' Grievance Redressal Procedure

Introduction:

Students' grievance redressal procedure is a process by which students can raise and resolve complaints or issues they have with the educational institution. The goal of the process is to provide students with a fair and impartial means of seeking resolution for any problems they may face during their education, such as with coursework, exams, or other administrative matters. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the Institute and redressing the same.

Aim:

The aim of the Students' Grievance Redressal Committee is to provide a formal mechanism for students to address and resolve any issues or complaints they may have with the Institute.

The committee is responsible for listening to the grievances, investigating them, and working towards finding a resolution that is fair and just for all parties involved within the rules stipulated by the Institute.

Goal:

The overall goal of the committee is to maintain a positive and supportive learning environment for all students, by addressing and resolving conflicts in an efficient and effective manner. By doing so, the committee helps to foster a culture of trust and respect between students and the college administration.

Grievance and Redressal Cell Composition:

- Director
- Grievance and Redressal Coordinator

- Faculty Members
- Non-teaching Staff Member
- Students

Functions of the Grievance and Redressal Cell:

- i. Receiving and registering student grievances: The cell has a clear and accessible process for students to submit their complaints or issues.
- ii. Investigating grievances: The cell thoroughly investigates each grievance and gather relevant information from all parties involved.
- iii. Facilitating resolution: The cell works towards finding a fair solution to the grievance, often through mediation or negotiation between the student and the college administration.
- iv. Keeping records: The cell keeps accurate records of all grievances and their resolution for future reference and review.
- v. Providing regular updates: The cell keeps students informed about the status of their grievances and any resolution that has been reached.
- vi. Making recommendations: Based on its investigation and resolution efforts, the cell may make recommendations to the college administration to improve policies or procedures to prevent similar grievances from arising in the future.
- vii. Ensuring impartiality: The cell should act in a neutral and impartial manner and ensure that all parties are treated fairly and with respect.
- viii. The ultimate goal of the Grievance and Redressal Cell is to provide a safe and supportive learning environment for all students and to foster positive and respectful relationships between students and the college administration.