

Student Grievance Redressal Committee Policy

The Student Grievance Redressal Committee (SGRC) is established to address and resolve grievances raised by students in a fair, transparent, and timely manner. This policy aims to ensure that students' concerns are heard, investigated, and addressed effectively while promoting a supportive and inclusive environment on campus.

1. Objectives

To create a mechanism for students to voice their grievances without fear of retribution. - To resolve grievances promptly and transparently. - To promote a harmonious and conducive environment for learning and development. - To uphold the rights and dignity of all students.

2. Scope

- This policy covers grievances related to:
- Academic matters (e.g., unfair evaluation, attendance issues).
- Infrastructure and facility-related concerns (e.g., library, laboratories, hostel).
- Discrimination or harassment (mental or emotional). - Conduct of teaching and non-teaching staff.
- Any other issues affecting students' academic and personal growth.

Exclusions:

Issues related to disciplinary actions or legal matters already under investigation by higher authorities or courts.

3. Grievance Submission Process

Students can submit grievances either **in writing** or **online** through a designated portal/email. - Grievances must include details such as the nature of the issue, date, persons involved (if applicable), and relevant supporting documents. - A student can also choose to submit grievances anonymously.

4. Redressal Procedure

1. Acknowledgment:

The grievance will be acknowledged within 48 hours of receipt.

2. Preliminary Screening:

The committee will evaluate whether the grievance falls within its jurisdiction.

3. Investigation:

A thorough investigation will be conducted. - The committee may interview involved parties and review supporting documents.

4. Resolution:

The committee will aim to resolve grievances within **15 working days**. - A formal resolution letter will be issued to the concerned student.

5. Appeal:

If the student is unsatisfied with the resolution, they may appeal to the **Grievance Appeal Committee** (if applicable).

5. Confidentiality

All grievances and proceedings will be treated with strict confidentiality to protect the interests of the complainant and the institution.

6. Code of Conduct

The SGRC must act impartially and without bias. - False or malicious complaints may lead to disciplinary action as per institutional policies. - Retaliation against the complainant will not be tolerated and will result in appropriate actions.

7. Reporting and Monitoring

The SGRC will submit a bi-annual report to the Principal, summarizing the nature and status of grievances and resolutions. - Feedback from students will be regularly collected to improve the grievance redressal process.

8. Contact Information –

- Email: [grievance email address]
- Online Portal: [link to grievance portal]
- Submission Box/Complaint Box: Physical boxes for grievance submission will be placed in key locations across campus.

9. Review of Policy

This policy will be reviewed annually by the SGRC to ensure its relevance and effectiveness in addressing students' concerns.