



SULLAMUSSALAM SCIENCE COLLEGE AREEKODE

Collegiate Student Grievance Redressal Committee

(Constituted as per the University Grants Commission (Redress of Grievances of Students) Regulations, 2019)

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

1. This policy covers grievances related to:
2. Academic matters (e.g., unfair evaluation, attendance issues).
3. Infrastructure and facility-related concerns (e.g., library, laboratories, hostel).
4. Discrimination or harassment (mental or emotional). - Conduct of teaching and non-teaching staff.
5. 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. CSGRC Members (2024-25)

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|---|--|-----------------|
| 1 | Dr Muhamed Ilyas P, Principal | Chairman |
| 2 | Dr Rizwana KT, Assistant Professor, Department Computer Science | Convener |
| 3 | Dr Musthafa Farook P, Vice Principal | Member |
| 4 | Dr CA Safeeque, Associate Professor, Department of Physics | Member |
| 5 | Muhammed Arshad T, Students Union Chairman | Special Invitee |

4. 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.

5. 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 **University Student Grievance Redressal Committee (USGRC)**

6. Confidentiality

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

7. 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.

8. 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.

9. Contact Information –

- Email: sscollege.grievance@sscollege.ac.in
- Online Portal: sscollege.ac.in/grievance
- Submission Box/Complaint Box: A physical box for grievance submission is placed in the administrative block

10. Review of Policy

This policy will be reviewed annually by the SGRC as and when the UGC or any other higher authorities instructs so.