

## **GRIEVANCE REDRESSAL POLICY**

The institution takes due diligence in providing a transparent, orderly and equitable treatment of its students in the campus. A well drafted grievance redressal policy is maintained in the institution in order to redress the grievances in a time bound and fair manner in terms of both academic and non-academic matters. An active Student Grievance Redressal Cell is functioning in the institution with senior faculty members as staff co ordinators along with student representatives headed by the Principal.

The formal structure of the Student Grievance Redressal Cell is as follows:

- Principal (Chairman)
- Senior Faculty Member (Convenor)
- Faculty Representatives (Members) – 2 nos
- Student Representatives

A three tier grievance redressal mechanism is formulated in the institution whereby, a student while finding any issues, discomfort or any type of discrimination in both academic and administrative matters can approach their concerned Tutors or Head of the Departments at the initial level. If not satisfied, the student can go for an appeal to the second tier, to the Student Grievance Cell and if not redressed the grievance can be forwarded to the university.

- All complaints should be in writing, there is a general format for representing the grievance which can be utilised for the students in representing their issues which can be easily accessed by the students from the Student Grievance Redressal Cell through tutors or student co ordinators and can place it in the complaint boxes fixed at all floors of the institution.
- It is mandatory to conduct meetings of the cell so as to redress the issues as and when the grievances are received.
- It is the policy of the institution to address the grievance within one week (7 days) after receiving the grievances.
- The institution has also an online grievance redressal portal through which the students can register their issues.

### **Grievance Redressal Policy for Staff in the institution**

The institution also maintains a redressal policy for redressing the issues faced by its teaching and non teaching staff employed. There is a separate Staff Grievance Redressal Committee operating in the institution on this behalf headed by the Manager as the chairman.