



Grievance Redressal Policy



Grievance Redressal Policy	As suggested by Ch. Devi Lal University, Sirsa, the College has established a Grievance Redressal Cell, to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Grievance Redressal Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative office. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Cell.
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Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- **Academic Matters:** Related to timely issue of Date Sheet, Results, Character Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, availability of transport, victimization by teachers etc.

Functions:

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the policy.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the department, website or drop it in boxes.

- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

The complaint management mechanism is carried out in three levels in the institution:

1	2	3
The departmental level grievances are attended by the concerned class teachers who are mentors along with the department heads. The student and staff coordinators of various clubs and associations act as facilitators to communicate and sort out the grievances pertaining to various clubs and associations.	Unresolved grievances at the departmental level and mentor level are referred to as the Grievance Redressal Cell of the institution. The students can approach the Grievance Redressal Cell of the institution with their complaints of common interest too. They can directly communicate them to the Principal /management representative.	Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents, and faculty. With the collective efforts of all the stakeholders -the management, department heads, class teachers, various staff coordinators of clubs and associations, the Grievance Redressal Cell resolves the complaints promptly and efficiently.

Action Taken Form
STUDENTS GRIEVANCES REDRESSAL CELL

Complaints lodged date:.....

Complainant Name:.....

Class: Roll No:

Issue:.....

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ACTION TAKEN

Action taken (Date):.....

Action Taken:.....

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Signature of the faculty
(HoD/Mentor/Co-ordinator
of Grievance Committee)

Principal