



## **Student Grievance Management Policy**

### 1. Policy Statement

To address and provide a solution to the aggrieved student at the earliest and in the most amicable manner, which might arise due to dissatisfaction in teaching, learning and or evaluation methods and also any Institutional decisions.

### 2. The objectives of the grievances process will be to settle:

2.1 To provide a procedure and facility that is fair, transparent and reasonable.

2.2 To provide a system of redressal

Eligibility and applicability :- All students currently undergoing the program

### 3. RACI:-

R - Responsible - Individual

A - Accountable - All individuals

C - Consulted - Grievance committee

I - Informed - Principal

4. Scope & Coverage: Grievance for the purpose of this policy would mean dissatisfaction arising out of the decision of the HOD and or others concerning the Student.

4.1 Grievances for the purpose of this policy will cover individual grievances such as:

Teaching and Learning

E v a l u a t i o n

Facilities in the Library, Hostel

Institutional policy

Interpersonal Conflicts / Issues with the HOD and or others concerning the student

4.2 The grievance arising out of the following will not come under the purview of the grievance procedure:



Rules and regulations of Affiliating University.

Matters relating to state / central / or statutory body policies and procedures

Where the grievance is related to personal issues of the Student

## 5. Stages of Grievance Redressal

The individual can raise grievance according to this procedure:

### 5.1 STAGE-I

5.1.1 The aggrieved Student may take up the grievance in writing with the concerned teacher / HOD, who must try to resolve the grievance at that level within 5 working days.

5.1.2 In case any grievance needs more than 5 working days to resolve, the respective Student should be informed in writing within 5 working days of the receipt of grievance by the HOD.

5.1.3 In case the Student is not satisfied with the redressal of the grievance he/her may submit the grievance, in writing, to the grievance committee within 2 working days from end of stage above.

5.1.4 The grievance committee will record comments on the grievance form within 5 working days after making necessary enquiry and discuss with concern(s)

5.1.5 In case of any delay in resolving the grievance, the grievance committee will inform the aggrieved Student of such a delay with reason from 5 working days of receipt of the grievance and commit to a resolution date not exceeding an extension time of 4 working days.

### 5.2 STAGE - 2

5.2.1 In case the aggrieved Student is not satisfied with the decision communicated to him/her at Stage-I or if she/he fails to receive the reply within the stipulated period, she/he may submit the grievance within a period of 2 working days from the date he/her receives final reply or in stage-I, will have an option to appeal to the Principal with the detailed reasons for the making an appeal, who must give a personal hearing to the grievance and a brief of the same should be documented.



5.2.2 The Principal will examine the grievance in detail including discussions with the aggrieved student, as necessary. The Principal may consult an expert neutral consultant or committee before taking final decision on the grievance.

5.2.3 The Principal will take a decision and communicate the same within 7 working days from the receipt of the appeal and the decision will be final and binding.

## 6. GENERAL CONDITIONS:

6.1 If the grievance is against the Teacher or HOD then Student can skip one level and escalate her/his grievance to next level.

6.2 The concerned shall bring up the grievance immediately within a reasonable period of time not exceeding 3 months.

6.3 Only an aggrieved Student can raise the grievance

6.4 If the grievance arises out of an order given by the Principal / Management, the said order shall be complied with before the student concerned invokes the procedure laid down for redressal of the grievance.

6.5 The grievance committee should maintain the detailed records of all grievances and redressals.