

POLICY OF STUDENTS' GRIEVANCE AND REDRESSAL CELL

Students' grievance and redressal cell aims to provide a transparent, fair, and effective mechanism to address student grievances and resolve conflicts.

Objective: Clearly state the objective of the grievance and redressal cell, which is to provide a platform for students to express their grievances, seek resolution, and ensure a conducive learning environment.

Scope: Define the scope of the cell, including the types of grievances it can address, such as academic issues, administrative concerns, discrimination, harassment, or any other matters affecting students' rights and welfare.

Grievance Procedure: Outline the step-by-step procedure for lodging a complaint, including the channels through which grievances can be submitted, whether it's an online portal, email, or in-person submission. Provide clear instructions on the information required, such as details of the grievance, supporting documents, and relevant dates.

Confidentiality and Privacy: Ensure that the confidentiality and privacy of the complainant and parties involved are protected throughout the grievance process, maintaining strict protocols for information handling and disclosure.

Investigation and Resolution: Specify the process for investigating grievances, including the formation of an investigation committee, conducting interviews, collecting evidence, and taking appropriate actions to resolve the issue in a fair and timely manner.

Timelines and Communication: Establish clear timelines for acknowledging grievances, conducting investigations, and communicating the findings and decisions to the complainant and relevant parties. Ensure prompt and transparent communication throughout the process.

Appeals and Review: Define the procedure for filing appeals if the complainant is dissatisfied with the initial decision. Specify the composition of an appeals committee and the process for reviewing the grievance, taking into account additional evidence or arguments.

Records and Documentation: Outline the requirements for maintaining accurate records of all grievances, investigations, decisions, and actions taken, ensuring proper documentation for future reference and accountability.

Awareness and Training: Emphasize the importance of creating awareness among students about the grievance and redressal cell, its policies, and procedures. Provide training and guidance to staff members involved in handling grievances to ensure they have the necessary skills and knowledge.