

STUDENT GRIEVANCE REDRESSAL MECHANISM

Step 1: Any aggrieved student can submit his/her grievance to the Student Welfare In-charge in writing or he/she can submit the grievance through email Id or through complaint form available on the college website.

Step 2: The grievance will be forwarded to the Student Grievance Redressal Committee within two working days by the Student Welfare In-charge. The Student Grievance Redressal Committee will comprises the following member

- Student Welfare In-charge
- Class In-charge of the concerned department
- Any other member deemed necessary for resolving the issue.

Step 3: The Student Grievance Redressal Committee will investigate the take matter. They will arrange to meet with the student or his/ her representative to discuss the complaint in detail. The student or his representative will be asked to explain their complaint and present any supporting evidence which he/she may wish to share with the committee.

Step 4: The Student Grievance Redressal Committee will produce a report which outlines the process followed to investigate the grievance, the information gathered, the conclusions drawn and any recommendations within 7 working days from the day of complaint is forwarded to the committee.

Step 5: If the complaint is considered justified, the student will be informed of the outcome to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.

Step 6: However, if the student is not satisfied, he may choose to approach the Principal.