

Student Grievance Redressal Committee

Composition

1. Chairperson (Principal of the College)
2. Convenor
3. Members
4. Student Representatives

Objectives

- To investigate grievances in regard to academic and non-academic issues
- To review and adjudicate the complaints in an unbiased and confidential manner
- To identify frivolous complaints and prevent recurrence of similar events
- To eliminate the causes of grievance and maintain a convenient ambience to promote learning

Functions

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

Level I: Grievances of the students will be rectified at the department.

Level II: Unresolved grievances will be resolve by the grievance redressal committee most expeditiously

Level III: Unsettled grievances in the department and committee are forwarded to the Principal/Management/Parents for redress under intimation to the complaint.

Number of Meetings per year: 2

Mode of operation:

- Suggestion / complaint box.
- Online/Offline Meetings
- Camu Portal

The effective complaint management mechanism improves better stakeholder relationships and satisfaction at all levels.