



# **SANTHIGIRI COLLEGE OF COMPUTER SCIENCES**

Affiliated to M.G. University, Approved by AICTE and Accredited by NAAC



# **Grievance Redressal Policy**

## **Grievance Redressal Policy**

- Strong principles and ethics are inextricably intertwined in the vision of the institution
- Student grievances are addressed effectively through an active grievance redressal mechanism
- Ragging and sexual harassment is not tolerated by the institution
- Strict adherence to norms stipulated by the Government regarding ragging and sexual harassment
- All students are bound by the code of conduct of the college
- The college recognizes the right of a student to dissent and to fight for the legitimate rights of students
- Any form of ragging, sexual harassment and use/possession of narcotics/tobacco/alcohol shall be subject to severe punishment
- Abuse on social networking sites will be strongly dealt with
- Any offence revealed in CC TV surveillance is punishable
- Any student detected in any incriminating situation both within inside and outside the campus shall be reprimanded and counselled
- Students found violating the code of conduct shall be given a fair hearing at the Departmental level and shall be suspended/dismissed only if deemed necessary

### **Guidelines for Grievance Redressal Cell**

#### **Strategy of Grievance Cell**

The Grievance Redressal Cell is a strictly confidential cell functioning effectively to acknowledge the genuine grievances of students in academic, administrative, student services and other related student related areas. Suggestions dropped in the grievance box are handled by the Principal who heads the Grievance Redressal Committee. This enables in the creation of a more student-sensitive environment, better stakeholder relationships and a congenial teaching-learning atmosphere.

- Class teachers, subject teachers and Heads are entrusted with the responsibility of dealing with grievances related to academic matters.

- Staff and student coordinators are assigned the task of solving any complaints related to clubs and associations.
- Any matter that cannot be resolved within the above framework shall be referred to the Grievance Redressal Committee.
- Direct complaints can also be made in issues of common interest.
- The suggestion box can be used for grievances relating to any college-related matters.
- Issues that require immediate and serious action are attempted to be resolved by the Committee in consultation with the staff, management and parents.
- Prompt and effective redressal of complaints is ensured through the joint efforts of all the stakeholders.

### **Grievance Redressal Procedure**

- A three-level system has been established to deal with all student grievances.
- Class level: The student mentoring system is utilized to deal with any personal grievances.
- Department level: Heads of departments and senior faculty resolve any complaints.
- College level: The Grievance Redressal Committee is responsible to address any issue.

### **Guidelines for Grievance Redressal Cell Strategy of Grievance Cell**

The Grievance Redressal Cell is a strictly confidential cell functioning as an effective forum for airing the genuine grievances of students in academic, administrative, student services and other related matters. This enables in the creation of a more student-sensitive environment, better stakeholder relationships and a congenial teaching-learning atmosphere. Class teachers, subject teachers and Heads are entrusted with the responsibility of dealing with grievances related to academic matters. Staff and student coordinators are assigned the task of solving any complaints related to clubs and associations. Any matter that cannot be resolved within the above framework shall be referred to the Grievance Redressal Committee. Direct complaints can also be made in issues of common interest. Issues that require immediate and serious action are attempted to be resolved by the Committee in consultation with the staff, management and parents. Prompt and effective redressal of complaints is ensured through the joint efforts of all the stakeholders.