



## **Mechanism & Procedure For Grievance Redressal of Students**

### **Student Grievance-Redressal Mechanism**

At St. Wilfred's College of Arts, Commerce, and Science in Panvel, Navi Mumbai, the Student Grievance Redressal Committee investigates complaints from students and evaluates each one according to its merits. The Committees have the authority to investigate both non-academic and academic issues. It was established to keep everyone at the college in an environment that is responsible, orderly, responsive, and peaceful. The Committee convenes once every three months, or more frequently as needed, at the Nodal Officer's request.

<b>MEMBERS</b>
<b>PRINCIPAL</b>
<b>CONVENER OF CELL/VICE PRINCIPAL/DEANS/HOD'S</b>
<b>ADVISOR</b>
<b>NODAL OFFICER</b>
<b>FACULTY MEMBERS (5)</b>
<b>CURRENT STUDENTS (2)</b>
<b>ALUMNAE (2)</b>
<b>ADMINISTRATIVE ASSISTANT</b>
<b>OFFICE ASSISTANT</b>



## Scope:

### The scope of the Committee includes:

- Encouraging a just and equitable assessment of student complaints
- Creating a system of support for students based on complaints, grievances, and criticism
- Promoting a system that is learner-centric and friendly to students

### Functions:

- As soon as the students file written grievances, every issue is quickly handled.
- After that, the Committee reports to the higher authorities on the cases it has handled and, if any, the numbers of cases that are still open and need their guidance.
- As a result, the Committee guarantees an open, impartial, and equitable process for resolving student complaints. Students can file a grievance using the format found on the college website, mail it to [grievances.acs@gmail.com](mailto:grievances.acs@gmail.com), or deposit it in the complaint box located outside the principal's office.
- After that, the Committee will consider the instances that have been forwarded and the duly completed Form.
- The Committee will see to it that the complaints are resolved in the allotted time frame.

## Mechanism for Handling Grievances

The following procedures are in place to handle grievances promptly:

- **Tutor:** Guardian System: Most institutions have this element in place for the benefit and direction of the pupils. Students are able to talk about any personal or academic issues they are having during the mentor-mentee's regular meetings.
- **Counseling Cell:** This cell serves as a resource for students seeking guidance and consultation for their entire development, including the necessary early intervention to address any grievances.
- **Complaint Box:** Students can easily visit the Complaint Box outside the principal's chamber and drop off a properly completed Grievance Form there.
- **Open Door Policy:** During college business hours, any student may speak with the principal or the committee convener in person.

In addition to the information provided above, students can reach the Nodal Officer, who has been



assigned to the task, by utilizing the following contact information:

Grievances.acs@gmail.com is Email.

A syllabus and/or with errors in it. Within seven days of the exam's administration, students must file this kind of grievance to the student grievance redressal committee (examinations) in order to have it resolved.

### WebLinksof UGCCGuidelineson:-

1). GrievanceRedressal

[https://www.ugc.gov.in/pdfnews/1406982\\_Public-Notice-on-Grievance-redressal.pdf](https://www.ugc.gov.in/pdfnews/1406982_Public-Notice-on-Grievance-redressal.pdf)

2). Anti-

Ragging<https://www.ugc.gov.in/oldpdf/ragging/minuterag230>

409.pdf<https://www.ugc.gov.in/page/Ragging-Related->

Circulars.aspx

3). SexualHarassment

[https://www.ugc.gov.in/pdfnews/7203627\\_UGC\\_regulations-harassment.pdf](https://www.ugc.gov.in/pdfnews/7203627_UGC_regulations-harassment.pdf)



## Student Grievance-Redressal Procedure, at a Glance:-

### OFFLINE MODE

Students can use the campus Suggestion/Complaint Box, located outside the D-Block, to file a grievance with the authorities. They might even mail it to [grievance.acs@gmail.com](mailto:grievance.acs@gmail.com)



The website is seen every day, but the Box is only accessed once a week. When the Committee receives complaints, it schedules a meeting and adds the complaints to its agenda.



The members talk among themselves about their complaints and come up with the best answers to put forward as required action.



After that, the Committee sends the grievances and suggested remedies to the respective principal, convener, or members. It then follows up to make sure that the issue is resolved within the allotted time frame.



For the benefit of all students, particularly the complainants, the Committee posts the final judgment on the Notice Board next to the Suggestion/Complaint Box when the procedures are concluded.



Following that, the complaint is/are regarded as resolved.

Principal



## Student Grievance-Redressal Procedure, at a Glance:-

### ONLINE MODE

Determine whether a system for resolving student grievances is necessary.



Establish a committee or cell specifically for addressing student grievances.



Assign competent staff to manage complaints



Provide avenues for communication (email, online forms, phone number, etc.)



Teach pupils about the grievance redressal process and how it works.



Gather and document complaints from students



Sort complaints according to their type or seriousness.



Inform the students that you have received their grievances.



Examine complaints and obtain pertinent data



Conduct an impartial and just assessment of the complaints



When necessary, work together with the appropriate authorities and departments.



Take the required steps to address complaints.



Give pupils regular updates and let them know how they're doing.



Once the grievance is addressed, close the case.



Preserve privacy and secrecy for students.



Review the mechanism's efficiency and operation on a regular basis.



Make the required adjustments in light of evaluation and feedback.



Constantly inform students and bring up the mechanism's awareness.