

STUDENTS' GRIEVANCE REDRESSAL POLICY DOCUMENT



St. Xavier's College, Burdwan

A Jesuit Institution

(Affiliated to the University of Burdwan)

STUDENTS GRIEVANCE REDRESSAL POLICY

Introduction:

The aim of the Committee is to look into the complaints lodged by any student, and judge its merit. The Students Grievance Redressal Committee is also empowered to look into matters of harassment. All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, student services, the library, and other common facilities, etc. Students' complaints dropped in the 'Suggestion Box' and online filled complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This committee's nature is highly confidential.

Methods for registering of Grievances:

1. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box at the Parlour (Opposite to Principal's Office) at Administrative Block, 1st floor. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.
2. The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at grievances@studentsupport@sxcb.edu.in or through the link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

Objectives:

The objectives of Student Grievance redressal cell committee are:

1. To provide an opportunity for the students to freely express their grievance, with utmost anonymity.
2. To set up a mechanism for speedy and expeditious resolution of the grievance.
3. To provide an appropriate counseling to the students in the process of resolving the grievance.
4. To promote cordial relationship amongst the students inter se.
5. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
6. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
7. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

8. Advising all the Students to refrain from inciting Students against other Students, teachers and College administration
9. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Scope:-

The Committee deals with Grievances received in writing from the students about any of the following matters:-

1. Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, bonafide certificates or other examination related matters.
2. Financial Matters: Related to dues and payments of college fees for various items from library, lab, hostels etc,
3. Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc,

Activities:

1. To review the complaints received by the grievance cell.
2. To follow the principles of natural justice in considering the grievances.
3. To conduct the surveys to identify the problems of students and provide suitable solutions.
4. The Committee will formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
5. To investigate the cause of grievances.
6. To update the college website with regards to the policies of redressal complying the UGC guidelines.
7. Discuss and resolve the grievances, if any received in writing from the concerned students.
8. Committee will also record the minutes of the meeting.
9. Furthermore, the committee will also check the grievance box weekly and will also maintain a checklist for the same.
10. Initiating online grievance redressal mechanism

Redressal Mechanism:

1. Students Grievance Redressal Committee shall consider any individual grievances or suggestion (in written form only) of student of the college regarding any academic and non- academic matter.
2. Upon receipt of a genuine complaint, the Students Grievance Redressal Committee will address in the committee with a definite time frame of 14 days or earlier as per the gravity of the situation and

the committee will intimate the Principal.

3. Based on the nature of the complaint/suggestion and severity of its possible impact, the Principal will take appropriate action to proceed on addressing the concerns while keeping the ethics of the institution.

Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Principal for grievance redressal for a reconsideration and review within 15 working days.
2. The decision of the Principal, in such matters shall be final and there shall be no further appeal in the matter.

Note: The committee will recommend appropriate action against complainant(s), if complaint made is found to be baseless or trivial.

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

1. Decisions of the Principal, Academic Council, and other Administrative or Academic Committees constituted by the College.
2. Decisions with regard to award of scholarship, fee concessions, medals, etc.
3. Decisions made by the college with regard to disciplinary matters and misconduct.
4. Decisions of the college about admissions in any courses offered by the College.
5. Decisions by competent authority on assessment and examination result.



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