



ग्राम्यजनहितं परमं ध्येयम्

Pravara Medical Trust's

Arts, Commerce and Science College, Shevgaon

Tal. - Shevgaon, Dist.-Ahmednagar, Pin-414502

Grievance Redressal Policy

Prepared by

Internal Quality Assurance Cell

Grievance Redressal Policy

➤ Introduction:

The college has formed Grievance Redressal Cell which acts as proper machinery for the redressal of grievances. It looks into general and academic complaints of the staff and students. It promptly tries to offer solutions for their problems in periodical meetings of the committee. The staff and students are notified to put their complaints about administration, accounts, finance, library and academics etc. in the suggestion/complaint boxes located in the main building. The aim of the Cell is to protect the academic interest of the students and to take suitable action wherever necessary.

The Grievance Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly. The Cell ensures effective solution to the grievances, using a fair approach.

➤ Objectives:

- ❖ To develop an organizational framework to resolve grievances of the students and other stakeholders.
- ❖ To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
- ❖ To receive suggestions from the staff and students for improvement.
- ❖ To investigate the reason of dissatisfaction.

➤ Grievance Redressal Cell Composition:

- ❖ Principal
- ❖ Vice-Principal
- ❖ Member
- ❖ Member

➤ **Functions of Grievance Redressal Cell:**

- ❖ The committee deals with all genuine grievances of staff and students of the college
- ❖ The grievances filed either by writing or by online on the website of the college are always taken into consideration
- ❖ The committee meets periodically to resolve the grievances received.
- ❖ The committee reviews all cases and acts accordingly as per the policy
- ❖ The cell submits report to the authority regarding the cases attended

The complaints which can't be redressed at college level will be forwarded to the competent higher authority. Appropriate action will be taken by the cell on the complaint after thorough investigation. If enquiries are needed for the speedy disposal of the matter, the Cell will enquire into the matter expeditiously on priority basis.

➤ **The Cell will not deal with the following complaints:**

- ❖ Criminal offence under judicial consideration.
- ❖ Complaints regarding disputes occurred outside the premises of the college.
- ❖ If the complaints are not lodged to the Cell in writing within 24 hours.