

Student Grievance Redressal Policy

St. Mother Teresa Group of Colleges

1. Introduction

St. Mother Teresa Group of Colleges is committed to ensuring a fair, transparent, and student-friendly academic environment. In accordance with the principles of natural justice and the spirit of the **University Grants Commission (UGC)** regulations on student grievance redressal, the institution has established a **Student Grievance Redressal Mechanism** to address complaints and concerns raised by students.

The objective of this policy is to provide an effective platform through which students can present grievances related to academic or institutional matters and receive a timely and impartial resolution.

2. Objectives of the Policy

The Student Grievance Redressal Policy aims to:

- Provide a transparent mechanism for students to raise grievances.
- Ensure fair and timely resolution of complaints.
- Promote accountability and responsiveness within the institution.
- Protect students from discrimination, harassment, or unfair practices.
- Maintain a safe, respectful, and supportive academic environment.

3. Scope of the Policy

3.1 Applicability

This policy applies to **all students enrolled at St. Mother Teresa Group of Colleges**, irrespective of the program or level of study.

3.2 Nature of Grievances

Students may submit grievances related to:

- Academic matters such as teaching, evaluation, or attendance
- Administrative decisions and institutional procedures
- Infrastructure and campus facilities
- Faculty–student interactions
- Discrimination, harassment, or unfair treatment
- Any other issue affecting the student’s academic experience or welfare

Matters relating to ragging, sexual harassment, or examination malpractice may be addressed through their respective statutory committees.

4. Definitions

Grievance:

Any complaint or concern raised by a student regarding academic, administrative, or campus-related matters.

Grievant:

A student who formally submits a grievance.

Student Grievance Redressal Committee (SGRC):

A committee constituted by the college to examine and resolve student grievances in a fair and impartial manner.

5. Student Grievance Redressal Committee (SGRC)

The college shall constitute a **Student Grievance Redressal Committee** with the following members:

- **Chairperson:** A senior faculty member nominated by the institution
- **Faculty Members:** Two to three faculty representatives

- **Administrative Representative:** One member from the administration
- **Student Representative:** A nominated student representative (where appropriate)

The committee shall function in accordance with institutional guidelines and principles of fairness and impartiality.

6. Procedure for Submission of Grievances

6.1 Filing of Complaint

Students may submit their grievances in writing using the prescribed grievance form or through official communication channels. The complaint should include:

- A clear description of the issue
- Relevant facts and supporting documents
- Names of individuals involved (if applicable)
- The relief or resolution sought

6.2 Mode of Submission

Grievances may be submitted through:

- The college grievance redressal office
- Official institutional email
- Online grievance portal (if available)

6.3 Timeframe for Submission

Students are encouraged to submit grievances **within a reasonable time from the occurrence of the issue** to ensure prompt and effective resolution.

7. Grievance Redressal Process

1. Upon receiving a complaint, the **Student Grievance Redressal Committee** will review the grievance and acknowledge its receipt.
2. The committee may seek additional information, examine documents, and interact with the concerned parties.
3. If necessary, mediation may be encouraged to resolve the matter amicably.
4. The committee will examine all facts and arrive at a fair decision based on available evidence and institutional policies.

Resolution Timeline

The committee will aim to **resolve grievances within 15 working days** from the date of receipt, wherever possible.

8. Appeal Mechanism

8.1 Right to Appeal

If the student is dissatisfied with the decision of the Student Grievance Redressal Committee, they may submit an appeal with valid reasons or new evidence.

8.2 Appeal Committee

The appeal shall be reviewed by a **separate committee or higher authority designated by the institution**, consisting of members not involved in the original decision.

8.3 Final Decision

The decision taken upon appeal shall be considered **final and binding**.

9. Confidentiality and Non-Retaliation

All grievances will be handled with strict confidentiality. The institution strictly prohibits any form of retaliation against students who raise grievances or participate in the grievance process. Any act of intimidation or retaliation will invite disciplinary action.

10. Awareness and Accessibility

The college shall ensure that students are informed about the grievance redressal mechanism through orientation programs, notices, and the official website. Students will be encouraged to utilize the system whenever necessary.

11. Review and Amendment

This policy may be reviewed periodically to ensure alignment with institutional requirements and regulatory guidelines of the **University Grants Commission** and other relevant authorities.

12. Conclusion

St. Mother Teresa Group of Colleges remains committed to maintaining a transparent and student-centric environment where concerns are addressed promptly and fairly. The Student Grievance Redressal Policy ensures that every student has access to a structured and reliable system for resolving grievances and safeguarding their academic experience.

