



Sadakathullah Appa College

*An Autonomous Institution, Re-Accredited by NAAC at an 'A' Grade, *ISO 9001 : 2015 Certified*

POLICY FOR STUDENTS' GRIEVANCES & REDRESSAL

Students' Grievances & Redressal Policy has been devised by the Institution in order to redress the grievances of students related to academics, administration, financial, personal matters and other issues.

Objective:

This policy pertains to the grievances/issues regarding the functioning of the College, Infrastructure, Learning facilities, Support systems and Grievances inside the classroom/college or with individuals associated with the institution which will be addressed to with suitable redressal methods.

Process:

Grievance Redressal Process provides a friendly environment with available resources for students, develops cohesiveness among stakeholders, ensures safety within the campus to the students and other stakeholders and enhances the trust in the system of functioning of the Institution.

Constitution of the Grievance Redressal Cell:

Any grievances/complaints relating to sexual harassment will be addressed to by the Sexual Harassment Prevention Committee. The Anti-Ragging Committee will be the supervisory and advisory committee in preserving a Culture of Ragging Free Environment on the Campus. The Students' Counselling Cell offers counselling to the students and ensures their mental health. Grievances relating to examinations such as revaluation, re-totalling, conduct of special exams, etc are addressed to by the Examination Grievances Redressal Committee. Students' grievances are also redressed online. The Institution facilitates the students with a separate mail box to the Secretary. The students shall mail their grievance individually to secretary@sadakath.ac.in.

Grievance Processing Procedure:

If any grievance is brought to the notice of the Grievance & Redressal Cell, the Chairperson will have a discussion on the complainant with the respective Conveners and members of the Committees to ensure speedy action and appropriate remedies.