



Policy No: MCPMS/F2/20/2016

Date: 05-11-2016

## Grievance Redressal Committee

### Objectives of the Grievance Redressal Committee

- ❖ Grievance Redressal Committee aims to investigate the complaints lodged by any students and redress it as per requirement.
- ❖ The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

### Functioning of the Grievance Redressal Committee

- ❖ Complaints from the students receiving through an application form available with the coordinator of the committee.
- ❖ The students may lodge grievance about any academic and non- academic matters
- ❖ Grievance Redressal Committee shall consider redressing of grievances within a reasonable time.
- ❖ The Grievance Redressal Committee may mediate between complainant and defendant against who the complaint has been made, it required.
- ❖ Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly
- ❖ The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.


### Members of Grievance Redressal Committee


Chairperson: Principal / Head of the institution will assume the role of the chairperson.


Co Ordinator: A senior faculty with experience in conflict resolution and man management skills to be assigned as the coordinator of the committee.

Members: 4 to 5 senior and junior faculty along with the Public Relations Officer are to be assigned as the members of committee.

Student Representative: Senior student preferably studying in second / third year courses is to be selected and assigned the role of student representative.

  
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