



SURANA COLLEGE

**Autonomous Institute, Affiliated to Bangalore University
Grade 'A+' Reaccredited by NAAC | IAO Certified**

SURANA COLLEGE

AUTONOMOUS

GRIEVANCES COMMITTEE

Preamble:

Grievance Committee makes an effort to answer students' & staff's legitimate complaints and issues. Students & staff are urged to use the comment boxes located across campus to voice any positive suggestions or complaints. They can also talk to the other students in the cell or any other teacher they feel like approaching.

Students are asked to remember that filing a complaint is significant; therefore they must exercise this power responsibly. The college also promises students & staff that any complaints would be handled sensitively and in confidence once they are submitted.

Objectives

1. To improve the manners, responsiveness, and accountability of college employees while interacting with students.
2. To guarantee that the complaints of the students & staff are resolved effectively and fairly.

Functions

1. Redress of Student Grievances to address their administrative and academic issues.
2. To coordinate with departments and sections to address complaints from students.
3. To provide the students advice on how to solve their concerns.
4. To coordinate with staffs to address complaints effectively.

Staff/Student Complaint Process

A mechanism for resolving disputes between students and colleges is the grievance procedure. It is a way for a student who feels discriminated against or has been treated unfairly in academic or administrative matters to get their grievances addressed. It is a tool to solve a dilemma.

Procedure for filing a complaint

- The students are free to submit a written complaint that they may either hand over to the officer in charge of the Cell or drop off in the Grievance Box.
- Every month, the grievance box will be opened in front of the entire committee.
- The committee conducts an investigation during which the "Grievance Committee" gathers information and conducts a strictly secret analysis of the type and pattern of the grievances.
- Only those with a proper stake in the matter's resolution are given information.
- A final report based on the grievances that have been filed and resolved will be given to the principal, and the decision on the next step will be made and communicated to the students.
- The Grievance Cell will ensure that the complaint has been correctly resolved within the cell's specified time frame.

Monitoring & follow-up

- Grievance Committee will oversee, organise, and make sure that complaints are resolved.
- Depending on the severity of the complaint, the Grievance Committee will follow up with them on a regular basis until they are finally resolved by sending reminders.
- If not resolved by the committee, then it will be brought to the notice of the principal as a final step.

PRINCIPLES OF GRIEVANCE POLICIES

The following guidelines have been incorporated in campus grievance policies, according to the Grievance Procedure Task Force's recommendations:

1. **Accuracy**: Grievance processes ought to run efficiently. The steps of the process have deadlines; the analysis lists the steps with designated time frames as well as those without any clear deadlines.
2. **Internal Benefits**: Each side involved in the grievance process should have an equal probability of winning; neither party should have any built-in advantages.
3. **Type of complaint**: Every grievance procedure should be consistent with the type of grievance being handled.
4. **Representation**: The process stipulate that each participant has a right to assistance at every stage
5. **Explicitness**: Each grievance procedure's components need to be spelled out in writing. What issues are expressly addressed and not are determined by the analysis, which should be listed.
6. **Similar Rights**: Are all parties entitled to a hearing at each stage of the process? Proof? Is the respondent aware of all the accusations and the supporting evidence? Each and everything must be recorded.
7. **Confidentiality**: Confidentiality is appropriately addressed and is included.
8. **Informal Settlement**: Before formal procedures start, the analysis determines whether informal resolution is supported and considered a workable solution.

9. Criteria for Proof: The protocol should specify the acceptable level of proof that will be used to make a judgement. Both the "clear and convincing evidence" and the "preponderance of evidence" standards fall under this category.
10. Appeals: Exist appeals processes, and are they open to both parties should be justifiable.
11. Incompatible interests: The grievance process needs to shield decision-makers from conflicts of interest.
12. Final point of decision: The College shouldn't continue to offer internal grievance procedures after the grievance's final resolution point.
13. Operational adjustments: Administrators should be informed of the need for operational adjustments through grievances and their outcomes.

COMMITTEE Members:

Chairperson:

Bhavana S

Members:

Medini Prabhu

Ragini B

Mini Abraham

Murulidhar

Farzana

Student Members:

Lakshitha

Dhyan

Abhidev

Chitrashree

Avishek

Manjutej Rao

FORMAT

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Complaint received on date:

Complaint by:

Complaint:

Action taken (Date):

Grievance committee chairperson signature

Students can also register your complaint here in the Google form too:-

<https://www.suranacollege.edu.in/feedback-form.html>