

Student Grievance Redressal Policy

Savitribai College of Arts has created a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

Objectives of Grievance Redressal Committee

The purpose of the grievance redressal committees is to ensure a speedy response to and accountability of all concerned to the students.

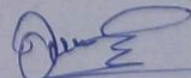
The objectives of the Grievance Redressal Committee are as under:-

- To Maintaining harmonious student – Student and faculty –Student relationship
- To Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
- To Counseling students to refrain provoking of their fellow students against faculty and staff of the College.
- Although the anti ragging committees are in place, the student may if he/she so wishes bring to the notice any incident of ragging through these committee shall ensure speedy action and protection of the student.

Procedure for Redressal of Grievance

An aggrieved student shall first submit his complaint in writing to HoD who shall resolve the grievance within two days. In case the HoD is not able to resolve the grievance, he shall forward it to the Secretary of the College Grievance Committee. The chairperson of the College Committee shall convene a meeting of the committee within 2 days of receiving the complaint from the HoD or from the aggrieved student in case he/she applies directly to the committee. The Secretary shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the HoD. If the student is not satisfied with the solution of the committee, he/she shall appeal to the Principal giving the reasons for his/her dissatisfaction with the decision within a week of receipt of the decision of the committee The Principal shall review the decision and pass an appropriate order.

The Principal, if needed may recommend, necessary corrective action as he/she may deem fit , to ensure avoidance of recurrence of similar grievance, and the necessary changes shall be made in the rules of the College. At all levels a fair hearing shall be given to all parties at all levels/committees. The form for submission of grievance is attached with this document. The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.



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