



# ST. ALOYSIUS' COLLEGE

(AUTONOMOUS), JABALPUR(M.P.)

Reaccredited 'A+' Grade by NAAC (CGPA 3.68/4.00)

College with Potential for Excellence (CPE) by UGC

DST-FIST Supported & Star College Scheme by DBT.

**INTERNAL QUALITY ASSURANCE CELL**

## **Student Grievance Redressal Policy**

### **St. Aloysius College**

#### **Introduction**

- **Background and Rationale**

Recognizing the importance of student welfare and aiming to foster a harmonious academic environment, St. Aloysius College has instituted the Student Grievance Redressal Policy. This policy is designed to address and resolve student grievances in a fair and timely manner, ensuring the well-being and rights of every student are upheld.

- **Purpose of the Policy**

The primary purpose of this policy is to provide a structured mechanism for students to voice their concerns and grievances, ensuring they are heard and addressed appropriately.

#### **Objectives**

- **Ensuring Fair Treatment**

The policy aims to promote cordial student-student and student-teacher relationships, ensuring every student is treated fairly and with respect.

- **Promotion of Open Dialogue**

By creating a safe platform for students to express their concerns, the policy encourages open dialogue and communication between students and the college administration.

- **Timely Resolution of Concerns**

Emphasizing the importance of timely redressal, the policy ensures that grievances are addressed promptly and effectively.

#### **Scope**

- **Applicability**

This policy applies to all students of St. Aloysius College, covering a wide range of grievances.



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- **Types of Grievances Covered**

The Grievance Redressal Committee addresses grievances related to academic, administrative, cultural, sports, examination, sexual harassment, ragging, library, and other miscellaneous concerns.

### Policy Statements

- **Commitment to Impartiality**

The college is dedicated to addressing grievances with an impartial and unbiased approach, ensuring justice and fairness.

- **Confidentiality Assurance**

All grievances raised will be treated with utmost confidentiality, safeguarding the identity and dignity of the complainant.

### Grievance Reporting Mechanism

- **Procedure for Filing a Grievance**

Students can submit their grievances in writing through a suggestion box placed strategically within the college premises. Alternatively, grievances can be filed personally or via email. The suggestion box will be opened periodically, and grievances will be registered, scrutinized, and addressed in scheduled meetings.

- **Time Frame for Reporting**

Grievances should be reported as soon as they arise to ensure timely redressal.

### Grievance Review and Resolution

- **Initial Assessment**

Upon receipt, each grievance will be initially assessed by the Grievance Redressal Committee to determine its nature and severity.

- **Investigation Process**

A thorough investigation will be conducted, ensuring a fair and transparent process.



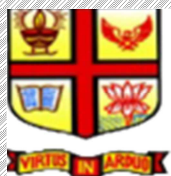
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- **Resolution and Feedback**

After the investigation, appropriate actions will be taken, and feedback will be provided to the complainant.

### Roles and Responsibilities

- **Student's Role**

Students are encouraged to voice their concerns without fear and to cooperate during the investigation process.

- **Role of the Grievance Redressal Committee**

The committee is responsible for receiving, assessing, investigating, and resolving grievances. It also ensures that the college environment remains free from any form of harassment or discrimination.

- **Role of Faculty and Staff**

Faculty and staff members are expected to foster a positive environment and assist in the grievance redressal process when required.

### Appeal Process

- **Grounds for Appeal**

If a student is dissatisfied with the resolution, they can appeal based on valid grounds.

- **Appeal Procedure**

The appeal should be submitted in writing, stating the reasons for the appeal, and will be reviewed by a higher authority.

### Monitoring and Review

- **Periodic Assessment**

The effectiveness of the grievance redressal process will be periodically assessed to ensure its efficiency.



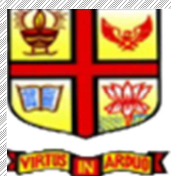
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- **Feedback Mechanism**

Feedback from students will be actively sought to continuously improve the grievance redressal process.

### Preventive Measures

- **Awareness and Training Sessions**

Regular sessions will be conducted to raise awareness about the policy and train students and staff on related issues.

- **Open Forums and Discussions**

Open forums will be organized to discuss and address common concerns, promoting a transparent and inclusive environment.

### Conclusion

- **Reaffirmation of Commitment**

St. Aloysius College reaffirms its commitment to ensuring the well-being and rights of every student, emphasizing the importance of a harmonious academic environment.

- **Continuous Improvement and Adaptation**

The college is dedicated to continuously improving the grievance redressal process, adapting to the changing needs of the student community.



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