



Shri Sadashivrao Patil Shikshan Sanstha's

SMT. KISHORITAI BHOYAR ADHYAPAK MAHAVIDYALAYA, KAMPTEE (B.Ed.)

Affiliated to RTMNU, Nagpur and Approved by NCTE. NCTE CODE: 12378
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GRIEVANCE REDRESSAL POLICY

AIM

Provide staff with a readily accessible procedure for addressing problems or concerns they may have regarding their work, management, or another member of the team

One crucial element that ensures the institution runs smoothly is the resolution of staff and student issues. The college's Grievance Redressal Committee assists faculty, staff, and students in voicing their complaints so that actions are made to address the issues raised and develop solutions that satisfy all parties. This committee takes an impartial stance while offering the kids direction, encouragement, and appropriate solutions to their difficulties. Despite the size of the issue, the college feels that prompt and accurate action is necessary for the students' benefit. Investigating any complaints submitted by students is under the purview of the Grievance Redressal Committee.

What is Grievance?

Any form of unhappiness, displeasure, or unfavourable opinion, whether voiced or not, resulting from anything related to the institution that a staff member or student believes to be unfair, unjust, or inequitable may be considered a grievance. The several committees stated above will handle grievances and complaints pertaining to sexual harassment and ragging as part of a distinct process for handling such issues.

"Grievances or complaints" refers to any correspondence expressing discontent with behaviour, acts of commission or omission, or deficiencies in services, with the intention of requesting a corrective measure.

Objectives:

To establish a secure and open work environment, to settle disputes between teachers and pupils in a friendly manner, and to look into and assess complaints or grievances from both parties.

- To create awareness of the availability of members for students and faculties to report grievances.

- To investigate the causes of the grievances.

The committee has three layers working separately to address the specific issues. The three segments of the committee are-

1. General Grievance Redressal Committee (Academic, Administrative etc.)
2. Sexual Harassment Committee
3. Anti-Ragging Committee

Scope of the grievances:

Grievances may be related to any of the following matters:

- **Academic Matters** - Issues related to assessment, attendance, marks, and other examination-related matters etc.
- **Administration Matters**- Issues related to infrastructure, basic amenities, sanitation, transport or victimization etc.
- **Sexual Harassment** by colleague students or teachers etc
- **Ragging** by seniors or colleague students.

Procedure for registering complaints:

Students can register their complaints or issues through any of the following ways:

1. A written letter duly signed can be sent to the Principal.
2. Written complaints can be deposited in the complaint box.
3. Register of complaints through the link on the college website.
4. Register of complaints through the QR Code.

Composition of Grievance Redressal Committee:

Sr. No.	Name	Designation	Contact no.
1.	Dr. Shubhlaxmi Jagtap	Principal	9921860021
2.	Mrs. Swapnalata Shende	Faculty	9529720470
3.	Mrs. Vaishali Uikey	Non-Teaching staff	9049676137
4.	Mrs. Nivedita Shende	Librarian	7387153940
5.	Aniket Kahate	Student Representative	7038980244


PRINCIPAL
Principal
 Smt. Kishoritai Bhoyar
 Adhyapak Mahavidyalaya
 Kamptee

