

GRIEVANCE REDRESSAL POLICY

College Grievance Redressal Committee has been constituted at New Arts Commerce & Science College, Shevgaon for students to express their genuine grievances by approaching the members of the committee. Grievances submitted by the students are addressed systematically with active involvement and cooperation of the concerned authorities. Necessary confidentiality is maintained while handling the process.

Objectives:

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institution
- To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/parents
- To provide easy and readily accessible mechanism for prompt disposal of grievances of the students
- To enable students to pursue education in a congenial environment
- To promote cordial relationship between students and teachers and uphold the dignity of the institution
- To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized
- To ensure that grievances are addressed in timely manner

Mechanism:

- Students can directly approach any member of the committee and file a complaint by filling the Grievance form.
- Suggestion / Grievance boxes have been placed at strategic locations for students to anonymously drop in their suggestions as well as grievances
- Students can also lodge their Grievance orally.
- In case of matters of teaching-learning and internal assessment, the grievances are forwarded to the Heads of the Departments for resolution and subsequently to the Principal.
- The grievances related to infrastructure and facilities are addressed by the Committee.
