



KLE Society's S. NIJALINGAPPA COLLEGE

II-Block, Rajajinagar, Bengaluru-10
Re-accredited by NAAC at A⁺ grade with 3.53 CGPA
College with UGC-STRIDE Component – I
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STUDENT GRIEVANCE AND REDRESSAL CELL

POLICY AND COMMITTEE

K.L.E. Society's S. Nijalingappa College, has the Grievance Redressal Cell which promotes and maintains a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by students with regard to the activities of the Institution. The cell ensure that complaints are resolved fairly and effectively.

Grievance Redressal Committee is constituted by the Principal with the recommendation of IQAC for the 3 years and the committee may be continued for the period of 5 years. The committee includes senior faculty as convener and the representative staff from different disciplines. The committee should conduct the meetings regularly once in a semester. The committee describe the code of conduct to all the students during orientation programme. Mentors counsel the students regularly and any grievances will be placed before the committee.

Students can voice their complaints to the Grievance and Redressal Cell by adhering to the grievance guideline in line with the College's policies and procedures. The cell convenes meetings on a regular basis, analyzes the type and consistency of the complaints, and takes appropriate action.

The function of the Grievance Redressal Committee is to look into the complaints lodged by any student and judge its merit/s. The Committee is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, particularly a student, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee.

Objectives:

The Grievance Redressal Committee's responsibility is to foster an attitude of responsiveness & accountability among all stakeholders and to preserve the Institution's peaceful learning environment.

To address the issues raised by students' a Grievance Redressal Committee has been established with the following objectives:

- Upholding the honor of the college by ensuring strike-free environment and by encouraging cordial student-student relationship and student-teacher relationship.
- Encouraging students to honestly express their complaints and issues without any fear of being victimized.

- Suggestion or grievance box has been erected in front of the prominent blocks of the college, where students can write their complaints and suggestions for betterment of the college. Confidentiality is maintained for any grievances reported by the students.
- Advising students to behave with the utmost restraint and patience whenever a conflict arises and to respect each other's rights and dignity.
- Advising all students to abstain from stirring-up trouble among themselves, their teachers, or the college administration.
- Advising staff members to treat students with affection and refrain from acting vindictively toward any of them for any cause.
- No any stakeholders have the right to post any kind of anti-institutional information of the college and society on any social media platforms.

Committee Composition

Sl. No.	Name	Designation	Department
1	Dr. Arunkumar B. Sonappanavar	Principal	Principal
2	Sri. S. S. Joshi	Convenor	Humanity
3	Mrs. Anusha Kalburgikar	Member	Business Administration
4	Sri. Chethan Kumar M.	Member	Commerce
5	Mrs. Poornima Samaje	Member	Science
6	Mr. Muthuvel S.	Student Member	Commerce
7	Ms. Tanvi Jayakumar	Student Member	Commerce

Responsibilities

- Establish a communication for students who feel mistreated to address them specific complaints in order to maintain a healthy environment for students, faculty, and administration at the Institute.
- Committee acknowledges and review the grievances.
- Discuss and resolve the grievances, if any received in writing from the concerned students.
- Provide a solution through decision-making process.
- Reports the grievances and redressal are recorded by the committee.

Procedures to address issues

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Grievances among the stakeholders.
 - Grievances related to student supporting activities.
1. The complaints or suggestions collected from the suggestion boxes and recorded by the committee.
 2. Stake holders also raise the complaints in-person to the committee.
 3. Committee review all the complaints and suggestions based on the priority and discuss with the Principal.
 4. The committee take the appropriate decision to address the grievances in accordance with their specific character.

5. Counselling at the class and department level is addressed by the mentors/ HoDs/ Coordinators, at initial situation and if not resolved the complaint will be placed before committee.
6. Academic and internal evaluation-related grievances shall be resolved at the individual, faculty, HoD examination committee and principal levels.
7. The principal is informed of the discussion's conclusion so that additional action can be done.

Expected Outcome

1. Develop discipline, ethics and values among the students.
2. A strong organizational framework helps to resolve the grievances of the stakeholders.
3. Ensure impartial decision to the stakeholders' grievances with fair approach.
4. Ensure the human values and morales to build harmonious relation among the students.

CONVENOR

PRINCIPAL