



**St. Aloysius Degree College**  
Assessed & Accredited by NAAC  
Permanently Affiliated to Bengaluru North University  
A Unit Run by Archdiocesan Board of Education (ABE)  
Recognised by UGC U/S 2(f) of UGC Act 1956, New Delhi

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## **GRIEVANCE REDRESSAL POLICY**

Owing to the guideline by University Grants Commission St. Aloysius Degree College has established a systematic mechanism to address student grievances through Grievance Redressal Cell.

The Grievance Redressal Cell 's job is to investigate and assess the merits of the complaints that students file, either individually or collectively. The cell is designed to address concerns such as non-academic problems, sexual harassment, and any form of physical or mental harassment. The matter may be reported to the Principal, who is also the chairperson can refer it to the Grievance Redressal Cell.

### **Objectives of the Grievance Redressal Cell:**

- To cultivate a mind-set of responsiveness and accountability among all students involved in order to preserve a peaceful and conducive learning environment on campus.
- To create an administrative structure for addressing student complaints.
- To uphold gender equality, foster reverence, and respect each other's rights and dignity.
- To inspire students to freely and honestly share their complaints and issues without worrying about becoming victims.
- To make it a habit to act with the utmost tolerance and moderation whenever a conflict occurs.

### **Process for Registering Complaints**

Any member of the Grievance Redressal Cell may receive complaints from an individual student or from a group of students acting collectively.

Grievances regarding academic shall be brought to the teacher concerned or Head of the Department. If the student is not satisfied with the decision he/she also have the right to make a further appeal to the college level Grievance Redressal Cell.

Complaint may be in written format. Based on the nature of the complaint and its severity of its possible impact, the Cell can take any one of the two options for addressing the grievance.

## **Process of addressing the Grievance**

The Cell may address the issue directly with the help of the concerned department. Once the matter has been resolved the Cell will send a final update to the complainant on the matter.

### **Process 1.** (For simple issues)

The Cell calls for a meeting on receiving any complaint analyses the nature of the complaint asses it with involving parties and reports an update signed by the head of the institution

### **Process 2:** (For serious Concerns)

The Cell calls for a meeting on receiving any complaint analyses the nature of the complaint asses it with involving parties if the matters is of very serious concern and requires legal help the Cell will do the needful with the affirmation of the head of the institution

The Cell will maintain an updated record of all complaints, actions taken and closure status.

The committee can take appropriate action against the students if the complaint made is baseless.



*Dr. Sr. Sagayamary B.*  
Dr. Sr. Sagayamary B  
Principal  
Head of the Institution  
Principal

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