



Sunbeam Women's College Varuna

(Affiliated to M.G. Kashi Vidyapith, Varanasi)
904/1, Central Jail Road, Sikraul, Varanasi-221002
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GRIEVANCE REDRESSAL POLICY

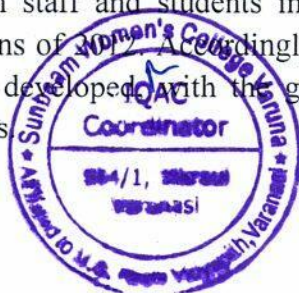
Policy Title: <u>GRIEVANCE REDRESSAL POLICY</u>		
1.	Administrative Policy Number (APN): 01/GRP/2017-2018	Functional Area: Academic and non-academic related grievances and its redressal.
2.	Brief Description of the Policy:	Purpose: To investigate and solve any complaints made by students and staff members
3.	Policy Applies to:	All academic and non academic matters of the organization
4.	Effective from the Date:	August 2017
5.	Approved by:	Local Managing Committee (LMC)
6.	Responsible Authority	Convenor of Grievance Redressal Cell
7.	Superseding Authority	Principal
8.	Last Reviewed/ Updated:	New policy
9.	Reason for the policy	Academic and Non academic matters
10.	References for the policy	UGC/ NAAC/ University/Govt. Directive/ RUSA, etc

Introduction: The main responsibility of the cell is to investigate and evaluate any complaints made by employees or students. Anyone with a legitimate complaint is encouraged by the Grievance Cell to communicate with the officer overseeing the Grievance Redressal Cell. All staff and student complaints and needs are handled by the Cell. If someone is unable to visit in person, complaints can be sent via writing to the suggestion/letter box in the administrative block or via email.

Policy Statement: The institution is committed to provide good academic and non academic environment and effective as well as time bound grievance redressal mechanism. The grievance redressal policy is with reference to the organizational Vision, Mission, Goals, and objectives. The policy is framed, finalized, communicated, and understood by authorities and academicians of the institution as well as some experts in the field of education and will be reviewed periodically for its suitability and effectiveness.

Objectives:

Sunbeam Women's College has a grievance procedure in place to handle complaints from both staff and students in compliance with the UGC (Grievance Redressal) Regulations of 1981. Accordingly, a policy for staff and student grievance redressal has been developed with the goal of justly and fairly resolving staff and student grievances.





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Key objectives include:

1. To encourage students to express their grievances freely without any fear.
2. To uphold the dignity of college by promoting cordial student to student relationship and Student-Teacher relationship.
3. The teaching as well as Non-teaching members need to behave responsibly and be courteous with the students.
4. A suggestion box is placed for the same in the college campus so that the students can freely drop in their grievances in written format or through email.
5. To conduct meeting whenever required and discuss relevant issues if any.

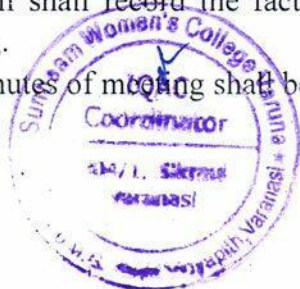
Documentation:

1. **Written Complaints:** Students are encouraged to submit written grievances or by Email to grievance redressal cell.
2. **Documented Cases:** The Grievance Cell acts on cases submitted along with the necessary documents to ensure proper consideration.
3. **Timely Resolution:** The Grievance Cell ensures that grievances are resolved within stipulated time limits.

Grievance's Mechanism:

Establishing a time-bound mechanism for addressing student grievances, including sexual harassment, ragging cases and complaint related to other academic and non academic matters is crucial for creating a safe and inclusive educational environment. Below is a general framework for such a mechanism:

1. The Grievance Cell includes representatives from various stakeholders, such as faculty, administrative staff, students, and external experts, to ensure impartiality. It resolves all kind of grievances related to any complaint related to Academic and non academic, harassment, ragging etc.
2. Receiving Applications of students and staff in written or via email.
3. After discussing with members, Co-convenor shall arrange the meeting.
4. Meeting must be fixed within 48 hours of complaint and resolve within a week or up to 30 days.
5. Hard copy/soft copy of notice must be circulated to all members of committee.
6. Its copy must be sent to the students/ staffs along with meeting, date, venue and time through mail or text message.
7. The applicant should be accompanied with their parents or guardian, if she belongs to minor category.
8. The Cell shall record the facts, evidences and recommendations in the minutes of meeting.
9. The minutes of meeting shall be circulated to all the members for their signature





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10. The cell shall assure that the grievance has been properly resolved within the stipulated time limit.

E-Mail: grievancecell@sunbeamwcv.com

