

# **BENGTOLE COLLEGE**

**Bengtoll-783394, P.S. Basugaon, Dist.:Chirang, BTR, (Assam).**



## **Grievance Redressal Policy for Student-SGRC**



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<b>Policy No.</b>	<b>BC/Policy/03</b>		
<b>Policy Name</b>	<b>Grievance Redressal Policy for Students</b>		
<b>Drafted by</b>	<b>Students Grievance Redressal Cell</b>	<b>Adopted</b>	<b>2023-24</b>
<b>Approved by</b>	<b>Governing Body</b>	<b>Date</b>	<b>30<sup>th</sup> April,2023</b>



Office of the Principal

# BENGTOL COLLEGE

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Memo No. ....

## DECLARATION

I hereby declare that all the information furnished herewith are true to the best of my knowledge and belief.

  
Principal  
Bengtol College  
Bengtol  
Principal  
Bengtol College  
Bengtol

## STUDENTS' GRIEVANCES AND REDRESSAL CELL (SGRC).

1. **Introduction:** The Students Grievances and Redressal Cell (SGRC) is established within Bengtol College to provide an avenue for students to express their grievances, complaints, and concerns related to academic, administrative, and other aspects of their educational experience. This policy document outlines the framework, procedures, and principles governing the functioning of the SGRC.
2. **Composition of Students' Grievance and Redressal Cell:** The SGRC consist of the following members:
  - i. Chairperson: Nominated by the institution's management, preferably a senior faculty member.
  - ii. Faculty Representatives: Nominated by the heads of academic departments.
  - iii. Student Representatives: Elected by the student body, ensuring representation from various courses and programs.
  - iv. Legal Advisor (optional): An external legal expert to provide guidance on legal matters

Sl. No.	Name		Contact Number
1	Sangrang Borgoary, Asst. Prof.	Chairperson	9954382606 <i>sangrangborgoarypsc@gmail.com</i>
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5.	Mrs. Ebria Khakhlari, Asst. Prof.	Member	9101270967 <i>ebriakhakhlari@gmail.com</i>
6.	G.S. Bengtol College Students' Union	Member (Students' representative)	6001081269 <i>bulinarzaer721@gmail.com</i>

3. **Objectives:** The Objectives of "Students' Grievance Redressal Cell (SGRC)" are to address and resolve grievances, complaints, and concerns raised by students, within the institutions, this includes
  - i. To ensure a fair and transparent process for addressing grievances;
  - ii. To foster a positive and harmonious environment by addressing issues promptly and effectively;
  - iii. To created a conducive environment for learning and growth by addressing issues that may hinder students' academic progress or affect their physical and mental well being;
  - iv. To build mutual confidence and trust among students, staff and other stakeholders;
  - v. To ensures that the institution remains compliant with these regulations by promptly addressing grievances and taking appropriate action when required;

4. **Scope:** This policy applies to all students studying in Under- graduate course and Post-graduate Program. It also covers the students of distance education system namely, Krishna Kanta Handique State Open University (KKHSOU) and Institute of Distance and Open Learning (IDOL), associated with the institution that may have interactions with students
5. **Grievance Submission:** Students can submit grievances in writing, either physically or through an online portal provided by the institution. Grievances should be submitted within a reasonable timeframe from the occurrence of the issue. Anonymous complaints may be accepted, but the cell encourages students to provide their contact details for effective communication.
6. **Grievance Handling Procedure:**
  - i. **Receipt and Acknowledgment:** Upon receiving a grievance, the SGRC shall acknowledge receipt to the student within 15 days from the date of received.
  - ii. **Preliminary Review:** The Committee will conduct a preliminary review of the grievance to ascertain its validity and whether it falls within its purview. If not, the student will be informed with reasons.
  - iii. **Investigation (if required):** If the grievance involves complex issues, the SGRC may initiate an investigation, gather relevant information, and seek inputs from all parties involved.
  - iv. **Resolution Attempt:** Valid grievances will be forwarded to the concerned department or authority for resolution. The institution's heads of departments shall provide responses within 10 days of resolution taken.
  - v. **Implementation of Solution:** The SGRC will deliberate on the grievance and any investigative findings. A decision will be made to implement the resolution taken by a majority vote and communicated to the student along with the rationale.
  - vi. **Feedback:** A feedback is being taken from the aggrieved student whether he/she is satisfied with the resolution implemented.
  - vii. **Positive Feedback and Closure:** On received of Positive Feedback from the aggrieved student, his/her grievance shall be closed.
  - viii. **Negative Feedback and Appeals:** However, if the aggrieved student is unhappy or dissatisfied with the resolution taken and implementation he/she can appeal to a designated appellate authority, which will review the case independently and issue a final decision.
  - ix. **Redressal Measures:** The redressal measures may include corrective actions, policy recommendations, or other suitable remedies to address the student's concerns.

7. Students Redressal Mechanism:

## BENGTOL COLLEGE Grievance and Redressal Mechanism Structure



## 8. Confidentiality and Non-Retaliation Policy of Students Grievance and Redressal Committee:

- a. **Confidentiality Policy:** The confidentiality of students' grievances is of paramount importance to the Students Grievance and Redressal Cell (SGRC). The cell is committed to upholding strict confidentiality in handling all grievances and related information.
  - b. **Confidentiality Guidelines:**
    - i. **Limited Access:** Grievance-related information will be accessible only to authorized SGRC members directly involved in the grievance resolution process.
    - ii. **Need-to-Know Basis:** Confidential information shall be shared only with those individuals who have a legitimate need to know for the purpose of addressing the grievance.
    - iii. **Non-Disclosure:** SGRC members, including faculty, staff, and students, are bound by a non-disclosure agreement that prohibits the sharing of any confidential information outside the context of grievance resolution.
    - iv. **Secure Storage:** All physical and digital records of grievances shall be stored securely with restricted access to prevent unauthorized disclosure.
    - v. **Anonymity:** If a student chooses to submit an anonymous grievance, their identity will be protected. The SGRC will make every effort to address the concern without revealing the student's identity.
    - vi. **Data Protection:** Grievance-related data will be handled in compliance with relevant data protection regulations to ensure the privacy and security of student information.
9. **Non-Retaliation Policy:** The SGRC is committed to ensuring that no student who submits a grievance faces any form of retaliation. Retaliation against a student for raising a genuine concern is strictly prohibited and will be treated as a serious violation.

## 10. Non-Retaliation Guidelines:

- a. **Awareness:** The institution shall actively promote awareness of the non-retaliation policy among students to create a safe and supportive environment for grievance reporting.
- b. **Prompt Action:** Any instance of perceived retaliation reported to the SGRC will be promptly investigated. If substantiated, appropriate disciplinary or corrective action will be taken against the responsible party.
- c. **Confidential Reporting:** The SGRC will provide a confidential reporting channel for students who believe they have faced retaliation due to their involvement in the grievance process.



- d. **Protection Measures:** In cases where a student is identified as a victim of retaliation, the SGRC will work to provide necessary protection, support, and redressal.
- e. **Reporting Violations:** Any breach of the confidentiality and non-retaliation policies should be reported to the SGRC immediately. Students are encouraged to report violations without fear of reprisal.
- f. **Communication:** The confidentiality and non-retaliation policies will be communicated to all members of the institution through various means, including the institution's website, official documents, orientation programs, and awareness campaigns.
- g. **Regular Review:** The effectiveness of the confidentiality and non-retaliation policies will be periodically reviewed and improved based on feedback and changing circumstances.
- h. **Conclusion:** The establishment of a robust confidentiality and non-retaliation policy by the Students Grievance and Redressal Cell reflects the institution's commitment to maintaining the trust, privacy, and safety of students who come forward to voice their concerns. By adhering to these policies, the SGRC aims to create an environment where students can express their grievances without fear of repercussions.

#### **11. Policy against Retaliation for Student Complaints:**

- a. **Introduction:** The Institution is dedicated to maintaining a fair and open environment where students can voice their concerns without fear of reprisal. This policy outlines the institution's stance against any form of retaliation taken against students who raise complaints, grievances, or concerns.
- b. **Policy Statement:** The institution strictly prohibits any act of retaliation, harassment, intimidation, or adverse action taken against students who have submitted complaints or grievances, whether formal or informal. Retaliation against students for engaging in the complaint process is considered a serious violation of this policy and will be addressed with appropriate measures.

#### **12. Prohibited Retaliation:** Prohibited acts of retaliation include, but are not limited to:

- a. **Academic Impact:** Changing grades, giving unfair evaluations, or negatively affecting academic opportunities.
- b. **Administrative Actions:** Imposing unjustified disciplinary actions, withholding educational resources, or limiting access to facilities and services.
- c. **Social Isolation:** Marginalizing the student socially, isolating them from group activities, or spreading rumors.
- d. **Threats and Intimidation:** Making threats, engaging in bullying, or using intimidation tactics to deter students from raising concerns.
- e. **Negative References:** Providing negative references or recommendations to prospective employers or educational institutions in response to a student's complaint.



- 13. Reporting and Investigation:** Any student who believes they are experiencing retaliation due to their complaint can report the incident to the designated authority or to the Students Grievances and Redressal Cell. The institution will initiate a thorough and impartial investigation into the reported retaliation.
- 14. Consequences:** Individuals found responsible for retaliation will be subject to appropriate disciplinary actions, which may include counseling, reprimands, suspension, termination of employment, or expulsion from the institution, depending on the severity of the offense.
- 15. Support for Affected Students:** Students who experience retaliation will be provided with support and resources to address the impact of the retaliation. This may include counseling, academic assistance, and other measures to ensure their well-being and academic progress.
- 16. Confidentiality:** Reports of retaliation and the subsequent investigation will be treated with strict confidentiality, ensuring the privacy and security of all parties involved.

The Institution is committed to fostering a culture of open communication and accountability. This policy against retaliation underscores the institution's dedication to upholding the rights and well-being of its students, ensuring that they can voice their concerns without facing any adverse consequences.

- 17. All grievances submitted to the SGRC will be treated confidentially:** The institution shall ensure that no student faces retaliation for raising genuine grievances.
- 18. Reporting and Transparency:** The SGRC shall prepare regular reports summarizing the types of grievances received, actions taken, and outcomes achieved. These reports shall be made available to the institution's management, faculty, and students to maintain transparency.
- 19. Awareness and Communication:** The institution shall conduct awareness programs to inform students about the SGRC's existence, functions, and procedures. Information about the SGRC shall be prominently displayed on the institution's website and notice boards.
- 20. Review and Amendment:** This policy document shall be reviewed periodically to ensure its effectiveness and relevance. Amendments can be made by the institution's management in consultation with the SGRC members.

**Conclusion:** The establishment of the Students Grievances and Redressal Cell reflects the institution's commitment to fostering a harmonious and supportive learning environment. By addressing students' grievances in a fair and transparent manner, the institution aims to enhance the overall educational experience and uphold the rights of its students.