

STUDENTS' GRIEVANCE REDRESSAL POLICY

Women's College, Tinsukia

Tinsukia, Assam

1. PURPOSE:

The purpose of the Student Grievance Policy is to provide students with a mechanism for raising their complaints formally, which might arise during student-student, student-teacher and student-staff interactions. Grievances to be considered through this process include mostly those arising from academic and other related issues.

2. INTRODUCTION:

A harmonious and balanced academic environment in an educational institute is very essential to enable the students to participate actively in the teaching-learning process of the institute. Therefore, timely redressal of disputes arising from the grievances raised by the students in any institute is very much needed.

The student grievance policy will accept any of the following types of grievances from the student:

- a. On any Academic issues regarding Classes, Examinations, Internal Assessment, Library facilities or any other related issues.
- b. Canteen Facilities.
- c. Hostel facilities.
- d. Medical facilities.
- e. Sports facilities.
- f. Any other relevant issues.

However, appeals regarding admission procedures, individual percentage or grades, academic probation and/or suspension, attendance problems, administrative withdrawals, disciplinary issues, etc. shall not be considered under the student Grievance Policy unless illegal discrimination is alleged. Students may directly approach the college authority or may reach to the committees concern to place grievance related to the issues stated above. Of course, for grievances related to attendance, Internal Assessment marks etc., students may approach the department concerned.

3. THE MECHANISM:

Student may submit their grievances by using any of the following provisions or mechanisms:

- a) **Application to Principal in Hard copy:** Student can submit their grievances in written form. They simply may write an application addressing the authority narrating their issues in hard copy.

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- b) **Through Complaint Box:** Students can also drop their grievances anonymously in the 'Complaint Box' located at different sections of the college.
- c) **Through E-mail:** They can also send their grievance by writing an e-mail narrating their issues and sending it to wcttsk@gmail.com (Principal) / dulal16@gmail.com (Vice Principal) / bcd.wc.tsk@gmail.com (Coordinator, IQAC)/ wcttskoffice@gmail.com (Office) / chazarika49@gmail.com (Librarian).
- d) **Through Women's College Website Portal:** Students may also submit their grievances online through Women's College website portal ("Grievance Redressal" Tab).

4. IMPLEMENTATION:

Grievances received from the student via Offline or Online mechanism are accepted on any working days at the institute. After receiving the student Grievance, the same is dealt with by the concerned committees as per directive of the head of the institution.

5. MONITORING

The Students Grievance Redressal Committee/Internal Complaint Committee/Anti Ragging Cell/Disciplinary Action Committee monitors the entire grievance redressal mechanism in the institute. In the Induction Meetings, students are made aware regarding the mechanism of the grievance redressal policy of the institution. Above all, Academic Performance Monitoring and Counselling Cell also appoints mentors to the students and the mentors regularly sits with the students in order to receive and resolve the issues, if any, regarding academic matters. Under such circumstances if any mentor finds/observes any other issue(s) that cannot be resolved by the mentor, he/she immediately place the issue either to the concerned committee(s) or to the head of the institution and accordingly the issue is attempted to resolve.

6. REVIEW:

The policy will be reviewed by authority time to time for timely and efficient settlement of the grievance received at the institute during working hours.



PRINCIPAL

WOMEN'S COLLEGE, TINSUKIA