



## STUDENT GRIEVANCE POLICY

### SIBSAGAR COMMERCE COLLEGE

**PURPOSE:** The purpose of the Student Grievance Policy is to provide students 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.

**INTRODUCTION:** A harmonious and balanced 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 management 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 students:

- a. On any academic issues regarding classes, library facilities or any other related issues.
- b. Canteen facilities.
- c. Hostel facilities.
- d. Medical facilities.
- e. Sports facilities.
- f. Any other relevant issues.

#### THE MECHANISM:

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

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



ii. **Through Complaint Box:** Students can also drop their grievances anonymously in the 'Complaint Box' situated near the office of the Principal in the college.

iii. **Through Sibsagar Commerce College website portal:** Students may also submit their complaints online through Sibsagar Commerce College website portal.

**IMPLEMENTATION:** The student's grievance policy is implemented through policy manuals, college website portals and the student's grievance redressal cell constituted under IQAC, Sibsagar Commerce College, Sivasagar. The cell consists of a committee approved by the Governing Body of the college. Grievances received from the students via offline or online mechanisms are accepted on any working days at the college.

**MONITORING:** The student's grievance redressal cell monitors the entire grievance redressal mechanism in the college. The cell provides orientation to the newly admitted students every year or as and when required. The cell regularly checks for any complaints received from the students in fifteen days interval and forwards to the authority for further mitigation.

**REVIEW:** The policy will be reviewed by the authority time to time for timely and efficient settlement of the grievances received at the college during working hours.

Sibsagar Commerce College students grievance policy is adopted at the IQAC meeting held on

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IQAC Co-ordinator  
Co-ordinator, IQAC  
Sibsagar Commerce College  
Sivasagar



Principal

Sibsagar Commerce College  
PRINCIPAL  
SIBSAGAR COMMERCE COLLEGE  
SIBSAGAR