

## STUDENTS' GRIEVANCE REDRESSAL POLICY

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### 1. PREAMBLE

The management of the LEAD College of Management, is committed to providing a safe, fair, harmonious and respectful learning environment to the students of the Institution.

LEAD College of Management acknowledges the fact that the students of the Institution are individuals with unique expectations and experiences of their studies. Therefore they need a mechanism to channel their problems, concerns and challenges as part of a constructive and effective procedure addressing their grievance.

LEAD College of Management, therefore commits itself to the procedure laid down in this policy document to address the grievances of students as per the All India Council for Technical Education ( AICTE) regulations, 2019 clause 1 section 23 of the AICTE act 1987 regarding establishment of the mechanism for Grievance Redressal in Technical Institutions.

### 2. APPLICABILITY

This policy is applies to all the students and the prospective students of the LEAD College of Management.

The faculty, the staff and the students must familiarise themselves with the policy and the grievance Redressal mechanism and the working of the Student Grievance Committee established to facilitate the effective Redressal of student grievances quickly.

### 3. OBJECTIVES

3.1 To ensure a fair, impartial and consistent mechanism for Redressal of the grievances of the students of the Institution.

3.2 To uphold the dignity of the Institution by promoting cordial Student-Student relationship, Student-Faculty relationship and Student- Staff relationship in the campus.

3.3 To ensure that the grievances are resolved promptly, objectively, with sensitivity and in complete confidentiality.

3.4 To ensure that the views of the grievant and the respondent are respected and any party to a grievance is neither discriminated against nor victimized.

3.5 To advise the stakeholders to respect the right and dignity of one another and not to behave in a vindictive manner towards any of them for any reason.

## 4. DEFINITIONS

- 4.1 Complaint:** Is a verbal or a written expression of a dissatisfaction with a student with regard to a decision, for example the outcome of an Assessment, or a service delivery of the Institution or an inappropriate behaviour of any other student or staff member of the Institution.
- 4.2 Mentor Group:** An informal group of students (mentees) and a faculty member (mentor) formed at the time of enrolment of the students intended to promote group mentorship where mentors are responsible for the overall development of his mentees and the mentees learn to use the mentor as a resource person.
- 4.2 Grievance:** Any dispute (i) between students or (ii) between students and the faculty or (iii) between students and the non-teaching staff or (iv) between students and the management/administrative branch of LEAD College of Management. It includes teaching-learning activities and interpersonal matters and the complaints that are not resolved satisfactorily through the informal approaches.
- 4.3 Applicant:** A student enrolled with the institution or a prospective student seeking admission to the Institution who has made a valid grievance as per this policy document.
- 4.4 Respondent:** Grievance Redressal committee (the Chairperson or the Secretary of the Student Grievance Redressal committee)
- 4.5 Grievance Redressal Committee:** A Committee constituted by the Institution as per the Clause 5 of AICTE (Redressal of Student Grievances) Regulations 2019.

## 5. STUDENT'S GRIEVANCE REDRESSAL COMMITTEE

The Institution has constituted a Grievance Redressal Committee in accordance with the Clause 5 of the AICTE (Redressal of Student Grievance) Regulation 2019 as an independent body to for implementation of the provisions of this policy document.

The committee comprises of

1. The Director of LEAD College of Management – Chairperson
2. Three senior members of the faculty as members nominated by the chairperson, out of which one member shall be a female and other from SC/ST/OBC category
3. A student representative nominated by the Chairperson based on Academic merit or excellence in sport or extracurricular activities. – Special Invitee.

The tenure of the members would be for 2 years and the quorum for the meeting including the chairman but excluding special invitees would be three.

5.1 The updated Student's committee members with their names designations and contact details shall be made available in the Institution website <http://lead.ac.in>

## 6. GRIEVANCE REDRESSAL MECHANISM

Resolution of the complaints and the Grievance are done in two phases; Phase 1 Informal Complaint Resolution, Phase 2 – Formal Grievance Resolution

**6.1 Phase 1 – Informal Complaint Resolution:** Students are encouraged to raise any kind of dissatisfaction they have on any matter in the form of a complaint with his mentor. The mentor receiving the complaint from his mentee is responsible for navigating the concerns raised by the student. Mentor shall take all necessary steps within his authority and in accordance with the policies of the Institution to find a quick resolution of the complaint at the earliest. The mentors shall acknowledge the receipt of the complaints within 2 to 4 hours of its receipts are shall advise the students on the procedures he / she is required to follow within 24 hours of the receipt of the complaint. All attempts should be made to resolve the complaint with 48 hours of its receipts. In case not satisfactory resolution of the complaint is achieved within 48 hours of it being raised, the mentors may advise the mentee to escalate the complaint to phase 2 and raise a formal grievance as per the procedure given in Phase 2 below.

### 6.2 Phase 2 - Grievance Redressal Mechanism

#### 6.2.1 – Initiating Grievance

6.2.1.1 A students raises a Grievance if the informal approach does not resolve the complaint. A grievance must be submitted by the student in writing or Emailed to the Administrator.

6.2.1.2 The written grievance must be in the form of a detailed complaint and must be made within **15 days** of the date of occurrence of the event giving rise to the grievance.

6.2.1.3 The formal grievance complaint shall include:

- A clear and concise statement of events/ issues and a summary of steps taken, if any, by the grievant to resolve the problem or issue prior to filing a formal grievance complaint.
- A detailed description of the relevant facts, name/s of person/s, copies of relevant documents or evidences relevant to the grievance.
- Full name, admission no., batch and contact no. of the student escalating/initiating the grievance complaint

6.2.1.4 Written Grievance must either by submitted in person to the Administrator of the Institution or emailed to [administrator@lead.ac.in](mailto:administrator@lead.ac.in).

Thereafter the Administrator shall call the student to discuss and mediate a possible resolution. If the efforts to mediate a resolution are not successful, the administrator would refer the grievance to the Student Grievance Redressal Committee with his/her comments.

#### 6.2.1 Grievance Hearing

Within 15 days of receiving a grievance the Student grievance committee shall fix a date for hearing the complaint and shall communicate this to the Institution and the aggrieved student. The aggrieved person can appear in person or authorize a person to present his or her case. If at the conclusion of the hearing the committee feels that additional information, testimony is necessary to make a decision, it may request the parties to submit such information. In the event the hearing shall remain open until receipt of the documents.

#### 6.2.2 Grievance Investigation

If a resolution is not reached through a hearing, then the committee shall take necessary steps to conduct an investigation (fair and impartial investigation) of facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. The Student grievance committee will have the right to interview the witnesses if it determines necessary and/or helpful to the investigation including those recommended by the parties.

#### 6.2.3 Final Decision

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues with the parties named in the grievance application – pass an order indicating the reasons for such an order, as may be deemed fit.

#### 6.2.4 Communication the decision

Upon completion of the proceedings, the Grievance Redressal Committee shall communicate the decision via email to both the parties, which shall be binding on both the parties.

### **6.3 Phase 3 Closure of the complaint**

The complaint shall be considered as disposed off when

1. The grievant has indicated acceptance of the resolution
2. The grievant has not responded within 4 weeks of receipt of information of resolution.

The proceeding concerning each grievance will be recorded systematically. The information related to the proceedings shall be treated as confidential and can be viewed by the members of the Student Grievance Committee, for the purpose of Investigation.

### 6.3.1 Appeal

If the student is dissatisfied with the decision/resolution of the Student Grievance Committee , then he can appeal the decision to the University Ombudsman within 7 days of receipt of the committee decision.

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