

## 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.