

**STUDENT GRIEVANCE REDRESSAL POLICY
OF
RAJIV GANDHI GOVT COLLEGE, SAHA (AMBALA)**

The Student Grievance Redressal Committee aims to look into the complaints lodged by any student and redressal of it immediately. Students are encouraged to express their grievances faced by them through the online link given on college website and grievance/ suggestion box. They may approach the members of this committee or any of their teachers who is comfortable to them. The institution aims at solving the grievances of the students on academic or non-academic matters within stipulated time.

OBJECTIVES OF STUDENT GRIEVANCE REDRESSAL COMMITTEE

1. To provide a platform for the students, where they can express their grievances without any fear.
2. To ensure effective solution to the student grievances with an impartial and fair approach.
3. To investigate the reason of dissatisfaction.
4. Encouraging the students to express their problem freely and frankly without any fear of being victimized.
5. To make teaching and supportive staff responsive, accountable and courteous while dealing with the students.
6. To provide the safe environment to the students and staff.
7. To maintain harmonious relationship among the students of the college and staff.

SCOPE OF STUDENT GRIEVANCE REDRESSAL COMMITTEE

This committee will resolve the grievances of the students of Rajiv Gandhi Government College, Saha (Ambala) received in writing through online mode or in person on academic and non-academic matters.

PROCEDURE FOR REDRESSAL OF STUDENT GRIEVANCES

1. Any student who have any kind of grievance may give his application in writing directly to the Principal or to the members of this committee.
2. The Principal shall forward the application to the Student Grievance Redressal Committee.
3. The Committee will conduct the meeting where the matter of the application and procedure to solve the grievance will be discussed
4. The committee will give the chance to be heard to both the parties and verify and analyze the facts.
5. If the person/ student, against whom the complaint is made is found guilty, then the matter will be brought to the notice of his parents.
6. The committee will counsel the aggrieved student and submit his report to the Principal with the recommendation of punishment to the guilty.
7. the principal will take the final decision on the matter of the application of the grievant keeping into the view of recommendations of the report of the committee.
8. If necessary, the matter will be brought to the notice of higher authorities.


Principal
Rajiv Gandhi Govt. College
Saha (Ambala)