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**Kabikankan Mukundaram Mahavidyalaya**

**Keshabpur, Hooghly**

**Grievance Redressal Policy**

**Inroduction:**

Kabikankan Mukundaram Mahavidyalaya aims to provide a fair and transparent mechanism for addressing grievances of the students effectively. This institute is committed to fostering a productive learning environment where students as well as other concerned stakeholders feel heard, valued, and supported. Recognizing the importance of addressing concerns promptly and fairly, this policy outlines the process for raising, investigating, and resolving grievances in a timely manner.

**What is Grievance?**

A grievance refers to any concern, complaint, or dissatisfaction raised by a student regarding any aspect of their academic, administrative, or social experience within the college. Grievances may include but are not limited to issues related to harassment, discrimination, academic disputes, facilities, infrastructure, and any other matter impacting the student's well-being or academic progress.

**Awareness Policy:**

The students are made aware of the college’s Grievance Redressal Policy by the following measures:

1. Through the college prospectus
2. Through the institutional website
3. Through on-campus display of the policies

**How to Lodge Grievance/Task of a Grievant:**

Students are generally encouraged to first attempt to resolve grievances informally by discussing them with the relevant faculty, staff, or administrative personnel. This initial step is aimed at addressing issues promptly and amicably.

If the grievance remains unresolved through informal means or if the nature of the grievance warrants immediate formal action, the student may file a formal complaint.

1. **Offline mode:** The complaint should be submitted in writing using the designated grievance redressal form available at the college's administrative office.
2. **Online mode:** There is a designated slot in the institutional website where the students can lodge online complaints by logging in with their username and password.

**Grievance Redressal Mechanism:**

As per the rules and regulations of UGC issued from time to time, the college has developed a system through which all the grievances related to the academic, administrative and other affairs of the institution can be effectively addressed and resolved within a stipulated time frame. The **Internal Complaints Committee**, **Grievance Redressal Cell** and **Anti-ragging Committee** are the three statutory cells of the college function collectively to resolve any grievance raised by the stakeholders with immediate effect. The Principal of the college acts as the Chairperson on each of the three committees and these committees act under the control and supervision of the chairperson.These committees comprise of reaching representatives, student representatives, administrative staff and members from the district/state administration wherever necessary. Grievances received through proper channel istaken into account, analysed and resolved by the concerned committees in a strictly impartial fashion.

Upon receipt of the formal complaint, the Grievance Committee will be convened. The Committee's primary role is to investigate the grievance impartially and recommend appropriate actions for resolution.

The concerned committee conducts a thorough investigation into the complaint, which may involve gathering evidence, interviewing relevant parties, and reviewing pertinent documents. The investigation is conducted with utmost confidentiality and fairness to all parties involved. Based on the findings of the investigation, the committee proposes suitable measures for resolution. These may include mediation, disciplinary actionor any other necessary steps to address the grievance effectively.

**Objectives:**

1. To provide a fair and transparent mechanism for addressing students’ grievances.
2. To ensure prompt and effective resolution of grievances to maintain a productive learning environment.
3. To uphold principles of equity, justice, and respect for all members of the college community.
4. To foster a culture of open communication and accountability in handling grievances.

**Possible Outcomes:**

The ultimate goal of the grievance redressal process is to achieve a satisfactory resolution that addresses the concerns of the student while upholding the values and policies of the college. Possible outcomes of the process may include:

1. Resolution of the grievance through mediation or negotiation.
2. Implementation of corrective measures to prevent recurrence of similar grievances.
3. Disciplinary action against individuals found responsible for misconduct or policy violations.

**Scope:**

This Grievance Redressal Policy applies to all students enrolled at Kabikankan Mukundaram Mahavidyalaya irrespective of their program of study or mode of enrollment. It covers grievances related to academic matters, administrative decisions, campus facilities, interpersonal conflicts, discrimination, harassment, and any other issue affecting the student's experience within the college.