



SHAKUNTLA SCHOOL & COLLEGE OF NURSING

(A UNIT OF SHAKUNTLA HEALTH EDUCATION FOUNDATION)

Ref. No.

Dated. 05/07/2023

Student Grievance Redressal Committee

AIM:

The Student Grievance Redressal Committee (SGRC) attends to the grievance and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Committee ensures effective solution to the grievances. The Committee enables the students to express their grievances by initiating and following the grievance redressal Procedure in accordance with the rules and regulations of the Shakuntla School and College of Nursing. The committee meets periodically, examines the nature and pattern of the grievance and redresses it accordingly. Any student with a genuine grievance may approach Student Grievance Redressal Committee to submit his/her grievances.

OBJECTIVES:

- To maintain the dignity of the institution by promoting cordial Student-Student relationship and Student-Teacher relationship.
- To ensure effective solution to the student's grievances with an impartial and fair approach and in complete confidentiality.
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.
- Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- To document student's grievances/complaints with the proof to ensure reasonable solutions with the help of governing body.
- To maintain healthy environment in college premises.


Principal
Shakuntla School & College of Nursing
Jaunti, New Delhi-110081

P.T.O



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PROCEDURES:

Students may submit their grievances, (if any) in the suggestion/Complain box placed on Ground floor or through email (spprtsscon2016@gmail.com). The Student Grievance Redressal Committee shall receive and redress the grievances on the following issues:

- To deal with all the genuine grievances of students of the college.
- Denial of quality education required to be provided.
- Harassment/victimization or ragging of a student.
- Issues regarding hygiene maintenance & proper cleanness.
- Providing healthy & Hygienic food in canteen along with proper sitting arrangement.
- The student shall bring up his grievance in a prescribe format immediately to the grievance cell without fail. The number of grievance settled or pending will be report to the Principal/Director in every month.

ACTION FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEE AND GOVERNING BODY

1. On registered a complaint, Student Grievance Redressal Committee shall take necessary action within reasonable time.
2. Student Grievance Redressal Committee shall hear the complaint which shall be communicated to the institution.
3. An aggrieved student may appear either in person or authorize a representative to present the case.
4. The SGRC shall send its report with recommendations, (if any), to the authority of the institution.
5. Grievance resolved by authority of the institution not the student Grievance Redressal Committee.
6. The authority may take appropriate action against the complainant, where a complaint is found to be false or frivolous.


Principal
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DOCUMENTATION:

The proceedings and the information of grievances shall be treated as confidential and can be viewed only the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC.

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