

# **Student Grievance Redressal Policy**

Galgotias University has created a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

## **Objectives of Grievance Redressal Committee**

The purpose of the grievance redressal committees is to ensure a speedy response to and accountability of all concerned to the students of Galgotias University.

The objectives of the Grievance Redressal Committee are as under:-

- Maintaining harmonious student – Student and faculty –Student relationship
- Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
- Counseling students to refrain provoking of their fellow students against faculty and staff of the University.
- Although the anti ragging committees are in place, the student may if he/she so wishes bring to the notice any incident of ragging through these committee shall ensure speedy action and protection of the student.

Ragging in any form is strictly prohibited in and outside the University and should be brought to the notice of the management immediately.

## **Jurisdiction of the Committee**

The committee shall deal grievances received in writing about any of the following

- Academic Matters – Issues related to marks, grade cards and other examination related matter, Transfer Certificate etc.
- Financial Matter – relating to dues and payments

- Administration Matters – Infrastructure related, food, sanitation, transport or victimization
- Harassment and Ragging

### **Grievance Redressal Committee**

The Vice Chancellor of the university shall constitute two Grievance Redressal Committees:-

- i) School Level/Department Level Grievance Redressal Committees
  - ii) The University Level Grievance Redressal Committee
- The composition of the School Level/Department Level Grievance Redressal Committee is as under:

- Program chair/Head of Department – chairman
- Two senior faculty members including one lady faculty member - Member
- The concerned faculty mentor - Member
- One administrative staff member- Member

The composition of the University level Grievance Redressal committee is as under:

- Pro Vice Chancellor – Chairman
- Dean Student Welfare – Member
- Chief Proctor – Member
- Dean of the Concerned school/s /Department – Member
- Program Chair /s of the concerned schools– Member
- Concerned faculty mentor - Member
- Registrar – Member Secretary

Both these committees will deal with all grievances related to academics and administration. In addition, the University level committee will also entertain the appeal filed against the decision of the student against the School/department Level Grievance Redressal Committee.

### **Procedure for Redressal of Grievance**

An aggrieved student shall first submit his complaint in writing to his/her mentor who shall resolve the grievance within two days. In case the mentor is not able to resolve the grievance, he shall forward it to the chairperson of the School/Departmental Level Grievance Committee.

The chairperson of the School/Departmental Committee shall convene a meeting of the committee within 2 days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the committee.

The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor.

If the student is not satisfied with the solution of the school/department level committee, he/she shall appeal to the University level committee giving the reasons for his/her dissatisfaction with the decision within a week of receipt of the decision of the school/department level committee.

The chairperson of the University level redressal committee shall convene a meeting of the committee within 2 days of receiving the complaint. The University level committee shall verify the facts and shall either endorse the decision of the school level committee or shall an appropriate order within a week of receipt of the grievance.

If the student is not satisfied with the decision of the redressal offered by the University Level Grievance Redressal Committee he /she can submit an appeal to the Vice Chancellor Galgotias University within a week of the receipt of decision with all relevant details.

The Vice Chancellor shall review the decision and pass an appropriate order. The Vice Chancellor, if needed may recommend, necessary corrective action as he/she may deem fit , to ensure avoidance of recurrence of similar grievance at the University, and the necessary changes shall be made in the rules of the University.

At all levels a fair hearing shall be given to all parties at all levels/committees. The form for submission of grievance is attached with this document.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.