



SDHR

Degree and PG College

Grievance Redressal Policy

#2-148, AIR By Pass Road, New Balaji Colony, TIRUPATI - 517 501



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Grievance Redressal policy

The Institution has a Grievance Redressal Committee (GRC). The Committee's objectives include investigating and judging complaints filed by any student or faculty member. The Grievance Redressal Committee is also authorised to investigate allegations of misconduct.

Anyone with a legitimate grievance may contact the Grievance Redressal Committee in person. If the person is unable to appear in public, grievances may be filed in writing. Grievances may also be forwarded via e-mail to the officer-in-charge of the Students' Grievance Redressal Committee or the Principal.

Objective:

The primary objective of Grievance Redressal Committee is to foster an effective and collaborative attitude among all stakeholders in order to preserve an institute-wide culture conducive to learning.

The following are the objectives of the Grievance Redressal to deal with the issues raised by the students:

- ★ Upholding the institution's honour by creating a peaceful environment and encouraging friendly student-student and student-teacher relationships, etc.
- ★ Empower the students to speak openly and honestly about their issues without worrying about being abused.
- ★ Complaints or suggestions. In a register set up in front of the admin block, students who choose to remain confidential can record their complaints and suggestions for enhancing the educational environment and administrative structure.
- ★ Encourage college students to act with the utmost caution and patience whenever a disagreement develops, as well as to protect one another's dignity and respect.
- ★ Encouraging all students to avoid instigating violence,
- ★ Encouraging all students to abstain from stirring up trouble between them and other students, teachers, or

college administration.

- ★ Encouraging the personnel to show respect to the students and refrain from acting vindictively toward any of them for any reason.
- ★ Any sort of ragging is strictly forbidden both inside and outside of the school. Any ragging or disciplinary rule infringement needs to be brought to the attention of the principal's immediately.

Scope:

The Committee handles complaints that students submit in writing concerning any of the following issues:

Abuse:

unjustified practices; grievances of alleged discrimination by students from the Scheduled Caste, Scheduled Tribe, OBC, women, minorities, and students with disabilities; addressing scholarship issues and sexual misconduct; and providing a framework for innocent students and stakeholders to seek redress of their grievances.

Academic Matters:

Concern the prompt issuance of duplicate grade reports,

transfer certificates, conduct certificates, or other exam-related concerns.

Financial Matters:

Pertaining to fees and payments for a variety of services at the hostels, library etc.

Other Matters:

Concerning specific qualms regarding hygienic conditions, food preparation, accessibility to transportation, etc.,

Upon receiving written complaints from the students, the situations are swiftly handled. The Committee formally convenes to assess all cases, at which point it compiles a statistical report on the total number of cases received, handled, and pending cases that, if any, call for higher authorities' direction and approval.

Procedure:-

- ★ The Student Grievance Redressal Committee will have a variety of settings.
- ★ Students may submit a grievance in the accompanying paperwork by placing it in explicitly labelled boxes.
- ★ The GRC will take action in the cases that have forwarded

with the required paperwork.

- ★ Only issues that have not been resolved by the other departments will be brought before the GRC.
- ★ Fee-related complaints, for example, will only be addressed if the pertinent financial records, such as demand draft, are submitted.
- ★ The Committee is urged to make a meaningful contribution to the earliest resolution of the issues.
- ★ The Ombudsman may direct appropriate action to be taken against a false or malicious complaint electronically.

Establishment of a Grievance Redressal Committee

The "Grievance Redressal Committee" was established in accordance with the affiliating university Regulation to handle complaints from students or parents within the institution. The cell was established in compliance with the rules established for SDHR Degree and PG College.

To have a complaint settled, the student or any party involved must write a written statement to the Grievances

Redressal Committee. The Grievance Redressal Committee has become open to all resentful parents and stakeholders. Any SDHR Degree and PG College employee or student may express their concerns to the relevant authority in the department, cell, committee, or by mail to the principal via electronic or print medium. To preserve excellent order, discipline, and a peaceful environment on campus, the institute has the following committees to handle certain issues: The designated entities are:

1. Internal Complaint Committee: The key focus of the committee is to respond to staff and student complaints.
2. Anti-Ragging Committee: The responsibility of this committee is to keep an eye on, detect, and prevent racial conflicts within the institution.
3. SC/ST Committee: The responsibility of this committee is to keep an eye on, stop, and discourage situations in the institution that are connected to caste, scheduled tribes, OBC, women, minorities, and students with disabilities.


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