



*Sulochana Belhekar Samajik Va Bahu Uddieshiya Shikshan Santha*

## **Sant Dnyaneshwar B.Ed. College**

NCTE Code No. APW05389/123665, (Marathi Medium)

Affiliated to Savitribai Phule Pune University PU/AN/B. Ed.097/2008

Email- [sdbedcollege@rediffmail.com](mailto:sdbedcollege@rediffmail.com); Web: [www.sdbednewasa.com](http://www.sdbednewasa.com)

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Bhanashiware, Tal: Newasa, Dist: Ahmednagar (Maharashtra) 414609; Phone/Fax- (02427) 297099

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### **Student Grievance Redressal Policy**

#### **1. Introduction**

Sant Dnyaneshwar B. Ed. College is committed to maintaining a supportive and inclusive environment where students can pursue their academic goals without facing unnecessary obstacles. To uphold this commitment, the college has established a comprehensive Student Grievance Redressal Policy. This policy provides a structured mechanism for students to express concerns or grievances related to academic, administrative, or personal issues and ensure that these are addressed promptly, fairly, and transparently.

#### **2. Objectives**

- To provide students with a clear and accessible process for raising grievances.
- To ensure that grievances are handled impartially, with a focus on confidentiality and fairness.
- To promote a culture of mutual respect and accountability within the college community.
- To resolve grievances in a timely manner, ensuring minimal disruption to the student's educational experience.

#### **3. Scope**

This policy applies to all students of Sant Dnyaneshwar B. Ed. College. It covers grievances related to academic matters (such as evaluation, teaching quality, or academic misconduct), administrative issues (such as admission, fees, or facilities), and personal concerns (such as harassment, discrimination, or other forms of unfair treatment).

#### 4. Grievance Redressal Committee

A Grievance Redressal Committee (GRC) will be constituted to address student grievances. The committee will include:

- **Chairperson:** A senior faculty member appointed by the Principal.
- **Members:** Representatives from the teaching staff, administrative staff, and student body.
- **Secretary:** An administrative staff member who will maintain records and facilitate the grievance process.

The GRC is responsible for receiving, investigating, and resolving grievances in accordance with this policy.

#### 5. Procedure for Filing a Grievance

##### 1. Informal Resolution:

- Students are encouraged to seek informal resolution by discussing the issue directly with the concerned faculty member, department, or administrative office. Many issues can be resolved through open communication and mutual understanding.

##### 2. Formal Complaint:

- If the issue is not resolved informally, the student may file a formal grievance. The grievance should be submitted in writing to the GRC Secretary. They should register their complaint in detail through a written letter.
- The complaint should include specific details of the grievance, including relevant dates, individuals involved, and any supporting documentation.

##### 3. Acknowledgment and Initial Review:

- Upon receipt of the formal complaint, the GRC Secretary will acknowledge the grievance within three working days and forward it to the GRC Chairperson for an initial review.
- The GRC will determine if the grievance falls within its purview and decide whether further investigation is warranted.

##### 4. Investigation:

- If the grievance is accepted, the GRC will conduct a thorough investigation. This may involve meetings with the complainant, the

respondent(s), and any witnesses, as well as reviewing relevant documents.

- The investigation process will be completed within 7 working days from the date the complaint is accepted.

#### **5. Resolution and Communication:**

- After the investigation, the GRC will make a decision and recommend appropriate actions to resolve the grievance. The decision will be communicated in writing to the complainant and other relevant parties within five working days of the conclusion of the investigation.
- If the complainant is not satisfied with the decision, they may appeal to the Principal within 10 working days of receiving the GRC's decision.


#### **6. Confidentiality and Non-Retaliation**

The college is committed to maintaining the confidentiality of all grievance-related information. The GRC will handle all grievances with discretion, ensuring that the identities of the parties involved are protected. Retaliation against a student for filing a grievance or participating in the grievance process is strictly prohibited and will be subject to disciplinary action.

#### **7. Monitoring and Review**

The effectiveness of the Student Grievance Redressal Policy will be monitored regularly. The GRC will review the policy annually and recommend any necessary changes to ensure that it continues to meet the needs of the college community.



  
PRINCIPAL  
Sant Dnyaneshwar B.Ed. College  
Bhanshiware Tal. Newasa,  
Dist. Ahmednagar