



OFFICE OF THE PRINCIPAL

Sophia College for Women
Empowered Autonomous

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An Institution of
the Society for the Higher Education
of Women in India

Grievance Redressal Policy

1.	Administrative Policy Number (APN): SCWAPN/41	Functional Area: addressing and resolving concerns or complaints raised by students.
2.	Brief Description of the Policy:	Purpose: Enhancing student comfort within the campus environment . Audience: all stake holders of the organization.
3.	Policy Applies to:	Staff and students
4.	Effective from the Date:	26 th November,2018
5.	Approved by:	Governing body of Sophia College for Women
6.	Responsible Authority	Principal
7.	Superseding Authority	Management
8.	Last Reviewed/ Updated:	Revised policy
9.	Reason for the policy	addressing and resolving concerns or complaints raised by staff and students.
10.	References for the policy	UGC guidelines, University guidelines <u>Mumbai university circular</u>

Introduction

The primary role of the Sophia Grievance Redressal Cell is to provide a fair and impartial platform for individuals to voice their concerns and ensure that appropriate actions are taken to resolve the issues effectively.

Email ID: grievance.redressal@sophiacollege.edu.in

Grievance Redressal typically covers the following types of complaints:

- Service Unavailability.
- Non-Delivery against Commitment.
- Excessive Delays.
- Injustice concerns (other than caste & gender)
- Staff Misbehaviour.
- Malpractice.

Grievance Redressal Cell

The composition and procedures unless specified otherwise will be as per the guideline given by the statutory bodies whosoever it is

Objective

The objectives of the Grievance Cell are to develop an approachable and responsible attitude among all the stakeholders to maintain a harmonious atmosphere in the institution.

- A Grievance Cell is constituted for the redressal of the problems reported by the Staff and Students of the College
- A grievance cell is formed to keep a healthy working atmosphere amongst staff, students, and parents
- Reassuring the Staff and Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box is installed in multiple places within the campus in which the stakeholder's (anonymity can be maintained), who want to put in their grievances and their suggestions.
- Advising the Staff and Students of the College to respect the rights and dignity of one another and show utmost restraint and patience whenever any conflict arises.
- Advising All the Stakeholders to refrain from provoking each other.

- Advising all staff to be affectionate to the students and not behave in a spiteful or malicious manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

Scope

The committee will deal with Grievances received in writing from the staff and students about any of the following matters: -

- Student and staff matters regarding discipline, disputes, irrational behaviour, hurting behaviour etc.
- Financial Matters: Related to dues and payments for various items from the library, etc.
- Other Matters: Related to certain issues on sanitation, preparation of food, availability of transport, canteen, victimization by teachers etc.

Functions:

- Complaint Box have been installed on the College campus in which the staff and students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- The person concerned can personally approach any member of the Committee and can send an email or write an application and submit to the Committee Coordinator for grievances of any sort.
- The cases will be attended to promptly on receipt of grievances from the stakeholders. An aggrieved stakeholder 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/She shall forward it to the chairperson of the Grievance Committee.

- The Committee will review all cases and will act formally accordingly, the coordinator of the Committee shall convene a meeting of the committee within 1 week of receiving the complaint from the Staff or from the aggrieved student in case he/she applies directly to the committee.
- The coordinator shall attempt to resolve the grievance within a week of the receipt of the complaint after consultation with the respective members of the committee.
- If the stakeholder is not satisfied with the solution, he/she shall resolve the matter at the appellate level.
- 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.
- The committee shall meet at least twice a year and the minutes of the meeting should be submitted to CDC.

Procedure for lodging complaint

- The students may feel free to put up a grievance in writing/or online, in any format available on the college campus, and drop it in boxes or through an email to

grievance.redressal@sophiacollege.edu.in

Exclusions

The grievance Redressal cell shall not entertain the following issues:

Decisions of the executive council, academic council, board of studies, and other administrative or academic committees constituted by the Institution/University.

- Decisions about the award of scholarships, fee concessions, medals, etc.

- Decisions made by the higher authorities about disciplinary matters and misconduct.
- Decisions of the Principal/higher authorities about admissions in any courses offered by the institute.
- Decisions by the controller of Examination or Principal on assessment and examination results.

A.P. Pahi
IQAC Coordinator

Coordinator
IQAC
Sophia College



Sharda P. Kulkarni

Principal

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