



# **Grievance Redressal**

**Sub-committee:**

**Policy Document**



**Shahid Matangini Hazra Government General  
Degree College For Women  
Government of West Bengal  
(Affiliated to Vidyasagar University)**

## **Grievance Redressal Sub-committee**

Shahid Matangini Hazra Government General Degree College For Women adheres to the UGC guidelines and provisions.

### **Objectives:**

**The objectives of a Grievance Redressal Sub-committee include:**

- **Developing a responsive and accountable attitude among all stakeholders to maintain a harmonious educational atmosphere.**
- **To create a system to resolve student and staff grievances.**
- **To provide immediate access to grievance redressal for both staff and students.**
- **To investigate the causes of dissatisfaction.**
- **To educate members on their duties and responsibilities.**

### **Functions of the Grievance and Redressal Committee**

- To receive complaints from both students and staff concerning the system.
- To establish and put into action a system for addressing the reported complaints.
- To forward the results to the Management when deemed necessary for subsequent actions.
- To listen to, record, and investigate grievances from staff and students promptly and thoroughly, and take the necessary actions.
- To prioritize grievances based on their authenticity and seriousness.
- To organize regular meetings to assess the resolution status of the grievances.
- To conduct regular follow-ups on these issues until they are ultimately resolved.
- To keep the grievances confidential, if necessary.

### **Procedures**

- A student or staff who feels aggrieved and has a grievance should write to deposit it in the complaint box located in campus of the college.
- The Convenor of Grievance Redressal Committee will review the provided information and strive to resolve the grievance promptly,
- If deemed necessary, the Committee may recommend to the Principal any required corrective actions to prevent the recurrence of similar grievances within the institution.

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- During the complaint handling process, the Committee adheres to the principles of natural justice by affording the complainant and relevant parties the opportunity to be heard and present their perspectives.
- When issuing a decision on any grievance, the Committee will take into consideration the pertinent provisions of the Act/Regulations and ensure that no order is made that contradicts these provisions.