

GRIEVANCE REDRESSAL CELL

“SAMMADHAN”

➤ **Introduction :** Sammadhan Grievances Redressal Cell is constituted in SAM Girls College to deal with all types of grievances and complaints those received from Students, Faculty members and other Stakeholders regarding academic, learning, personal and hostel facilities. All the grievances and complaints are properly noted and suitable solutions are provided for the same by the cell in a time bound manner.

➤ **Objective:** To ensure a fair, impartial and consistent mechanism for redressal of grievances and complaints those received from Students, Faculty members and other Stakeholders. Encouraging students to respect the dignity of college by fostering friendly relationships with everyone, discouraging students from engaging in unacceptable behavior in campus, and encouraging them to follow moral and ethical principles.

➤ **Composition**

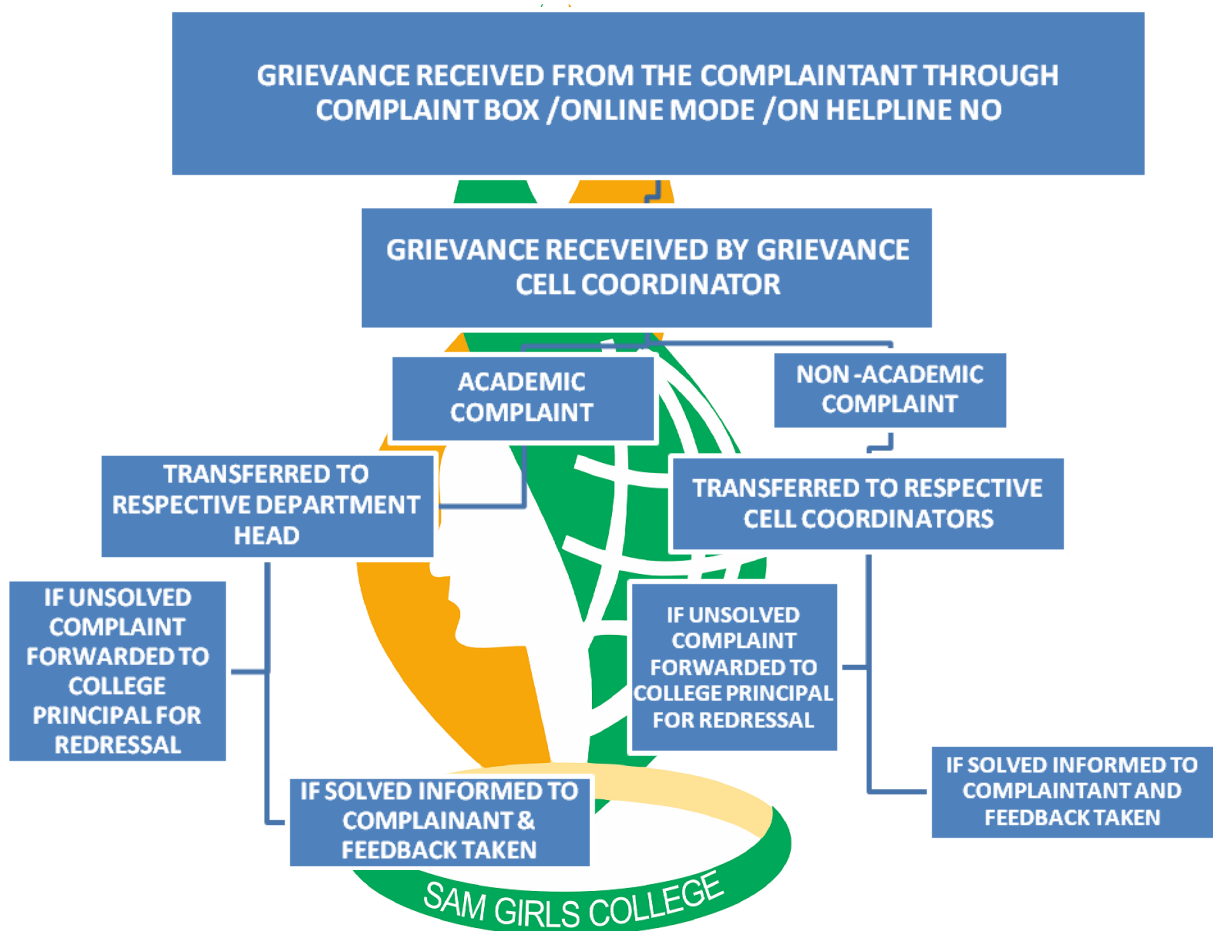
Chairperson	Dr. Neetu Bajpai, Principal SAM Girls College
Coordinator	Dr. Alka Gupta
Co-Coordinator	Ms. Pushpa Yadav
Members	Dr. Mohita Kulshrestha
	Prof. Shweta Adlak
	Ms. Priyanka Mishra

➤ **Functions:** All the students enrolled at SAM Girls College have the right to appeal any matter in which they feel that they have been treated unfairly. They can file their grievance through online mode by filling the application form provided at the college website. The list of committee members, contact numbers and mail-ids of members indicating the online Grievance Redressal Application will be displayed on the college website. The various functions performed by the cell are as follows.

- To accept grievances from students and staff.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for follow-up action.

- To listen, record and scrutinize the grievances submitted by the Staff and Students and take the required actions immediately.
- To represent the grievances to the concerned section.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of regarding grievance at regular intervals until their final disposal.
- To maintain strict confidentiality, if necessary.

The grievance management mechanism is carried out as follows:



1. All the grievances received from the students registered with the cell either by online or offline mode.
2. Grievance Redressal Cell after the scrutiny of the application forwards the grievances to the concerned departmental heads if the complaint is academic and to concerned cell and committees if the complaint is of non-academic nature .
3. At the departmental level grievances are attended by the concerned class in-charges, and Department Heads.
4. For non-academic grievances cell coordinators and members attend the complaint and take the remedial action as required.

5. The unresolved grievances at the end are referred to the college principal for remedial action.
6. An online monthly status report regarding the number of grievances received, disposed off and pending is informed to the applicant and to the college Principal by the Cell.
7. At last the feedback of complainant is recorded.

