



## Grievance Redressal Policy

### Saraighat College

#### Background:

The Grievance Redressal Policy of Saraighat College is formed in accordance with the Notification of UGC (Grievance Redressal) Regulations, 2018 which were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions. According to the guidelines of the UGC, the Grievance Redressal Cell of Saraighat College has been constituted with the principal as chairperson of the Cell. This cell is committed to find solutions to various problems and grievances of the students related to academic matters, examination, syllabus or any kind of mental or physical harassment.

#### Composition of the Grievance Redressal Cell:

1. Chairman – Principal of the College
2. Convener – A senior faculty of the Institution
3. Two/three members from Teaching Staff
4. Student's Representative

#### Vision and Mission of the Cell:

The Grievance Redressal Cell of the college is constituted with the aim of looking into the grievances of all the students irrespective of their sex, caste, creed, religion and age.

#### Functions of the Cell:

1. To accept written grievances from the students.
2. To create a mechanism of addressing the grievances and implement it effectively.
3. To create an awareness regarding the existence of the cell and its functions.
4. To attend to the grievances and solve it without much delay through proper channel.
5. To distinguish the grievances according to its kind, like administrative, exam- related, amenities, physical or mental harassment and direct it to respective committees if necessary.
6. To maintain strict confidentiality.

#### Complaint Box:

The college places a Complaint Box at a specific and easily accessible place where students can put their complaints maintaining confidentiality.

Principal

Saraighat College, Changsari

*Principal*  
Saraighat College