



# Acharya Institute of Management and Sciences

## Students Grievance Redressal Policy

## **6. Students Grievance Redressal Policy**

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### **6.1 Preamble**

AIMS Institutes aim to provide a safe, secure and supportive environment for the holistic development of students. This policy lays down the norms and procedure to submit grievances and their speedy redressal.

### **6.2 Objectives**

- 6.2.1. To provide a mechanism for submission of grievances and its speedy redressal
- 6.2.2. To ensure a well-structured mechanism for grievance redressal

### **6.3 Scope**

This policy is applicable to all students of the Institutes.

### **6.4 Definition of grievance**

Grievance is an “allegation or a complaint for actual or perceived wrongs” as defined in UGC Regulations under clause 2(f) of the Gazette Notification No 14-4/2012 (CPP-II) dated December 2012 and may pertain to academic and non-academic matters.

### **6.5 Students Grievance Redressal Policy**

The Institutes shall ensure a mechanism for submission of grievance by establishing a Students Grievance Redressal Committee (SGRC) as per guidelines of the UGC and ensure its timely redressal.

### **6.6 Students Grievance Redressal Committee**

The committee is constituted by the college to receive, investigate and redress grievances  
Composition of the committee shall be as follows:

- 1.1 Principal/ Registrar as Chairperson
- 1.2 3 Senior faculty members nominated by the Principal as Members
- 1.3 Student representative nominated by Principal based on merit in academic / spoor co-curricular activities as Special Invitee.
- 1.4 Admin Officer
- 1.5 Accounts Officer
- 1.6 Examinations Coordinator

The term for the members and special invitee shall be for a period of 2 years.

The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

## **6.6 Role and functions of the SGRC**

- 6.6.1. Ensure an environment where grievances are expressed without fear or victimization
- 6.6.2. Formulate grievance redressal norms and guidelines for registering grievances
- 6.6.3. SGRC shall follow principles of natural justice and shall send its report with recommendations, if any, to the Principal and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

## **6.7 Students Grievance Redressal Mechanism**

**6.7.1** Information regarding grievance redressal committee shall be displayed on the Institutes website and in the students' handbook.

**6.7.2.** Program level grievances will be attended to be the respective class coordinators, mentors and Program heads. The grievances may include all academic, co-curricular and extra-curricular grievances. Unresolved grievances may be escalated to the Students Grievance Redressal Committee.

**6.7.3.** All other grievances may be reported at the immediate levels and unresolved grievances shall be escalated as shown in Fig 1.

**6.7.4.** Grievances shall be submitted to the SGRC in one of the following ways:

- a. via the institutional portal at <https://theaims.ac.in/grievance.aspx>
- b. in writing to the Principal / Registrar or
- c. by email to [grievances@theaims.ac.in](mailto:grievances@theaims.ac.in)

**6.7.5.** Entry will be made in the Grievances redressal register for all grievances received

**6.7.6.** If the grievance requires immediate attention, the committee will convene the meeting within 3 days of receiving the grievance.

**6.7.7.** Based on decision of the committee, outcome will be communicated to the aggrieved and grievance resolved.

**6.7.8.** If aggrieved is not satisfied with the outcome, the grievance can be escalated to the Registrar/Principal within a week

**6.7.9.** Proceedings of the committee will be recorded and outcome marked in the Grievance Redressal register.

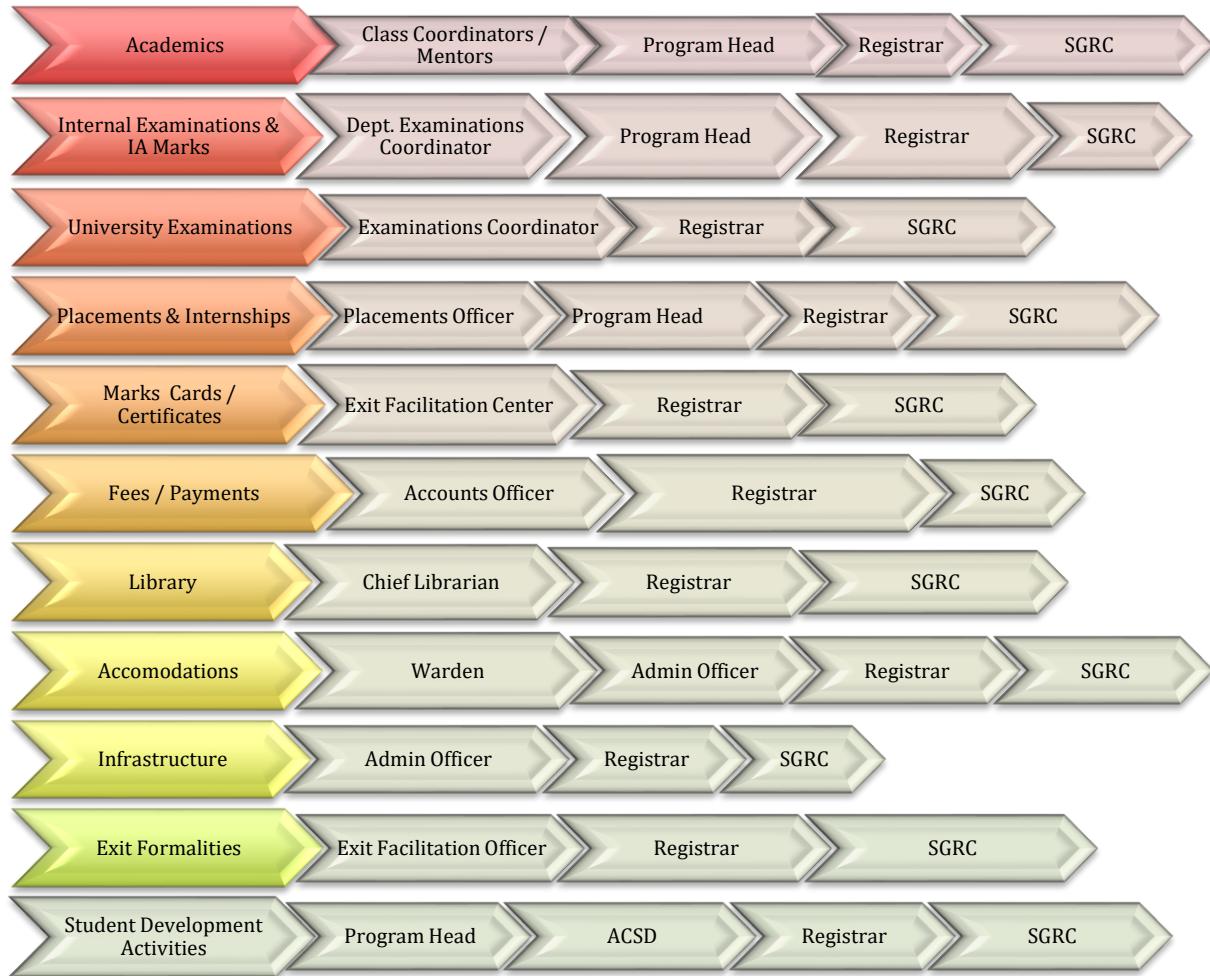


Fig 1: Student Grievances Redressal Escalation chart



Fig 2: Link for submission of grievances