



Acharya Institute of Management and Sciences

Students Grievance Redressal Policy

6. Students Grievance Redressal Policy

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 / 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 by 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

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.

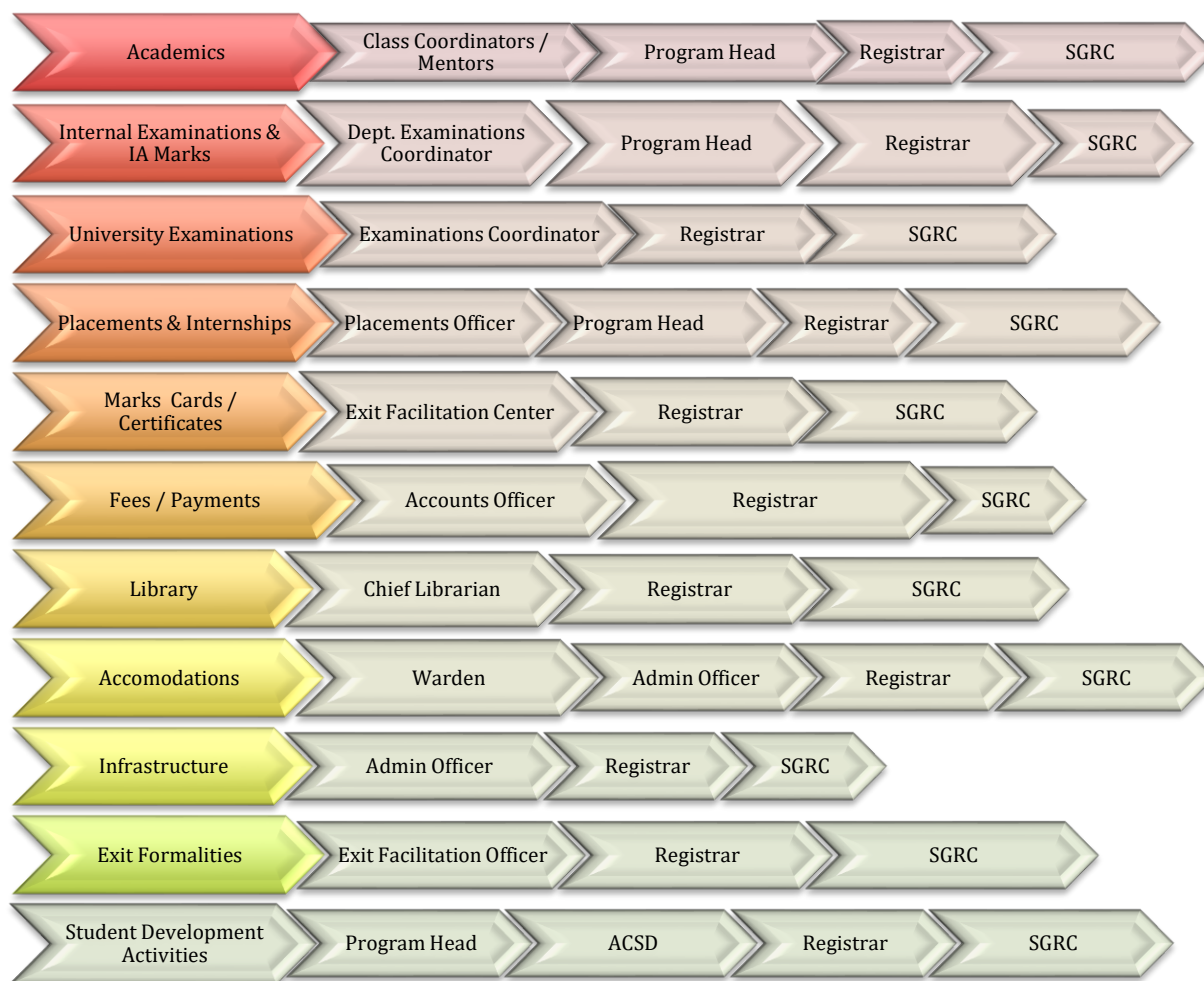


Fig 1: Student Grievances Redressal Escalation chart



Fig 2: Link for submission of grievances