

Grievance Redressal Cell

Objectives of Grievance Redressal Committee:

- To provide a mechanism to address student-teachers grievances
- To take measures to solve the problems faced by student-teachers

Grievance Redressal Committee

Principal

Management

Savitribai Phule University of Pune

Procedure of Grievance Cell for the Teaching and Non-Teaching Staff

Stage I: The grievance can be addressed to Grievance Cell Committee of the College.

Stage II: Principal undertakes the matter, which could not be redressed at Stage I.

Stage III: The grievance which could not be resolved at Stage III would be referred to Management for further procedure.

Stage IV: The grievance that could not be sorted at Stage IV both Teaching and Non-Teaching Staff grievances can be resolved at the Grievance Cell of Savitribai Phule University of Pune. The above is the Step Ladder Method of Grievance redressal mechanism of the College. Apart from it Open door policy is also in place for both Teaching and Non- Teaching Staff to directly approach management.

Class General Secretary

Tutorial In charge Teacher

Grievance Redressal Cell

Principal

Management

Savitribai Phule University of Pune

Procedure of Grievance Cell for the Students

- Address the student-teachers grievances with teacher-educators in the Redressal Committee and the Principal

- Monthly check of the Suggestion box and conveying the suggestions / grievances to the grievance redressal committee
- Conduct Group as well as Personal Guidance / Counseling sessions
- Conduct regular Mentoring sessions

Measures taken to resolve issues faced by student and teachers with a definite time-frame of 14 days or earlier as per the gravity of the situation. Upon receipt of complaint, the teacher educators of the Committee will intimate the Principal

- At this stage, based on the nature of the complaint and severity of its possible impact, the Principal will take action to proceed on addressing the concerns while keeping the ethos of the institution.