Students grievance policy



Student's complaint and redressal committee:

The college is having its own grievance redressal system in a formal manner i.e. through direct supervision of the principal and executive director. The function of the committee is to look into the complaints lodged by any students and judge its merit. The grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in charge; students' complaint and redressal committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the grievance cell at the administration block (student affairs office).

Objective

The objective of the student's complaint and redressal committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the FMDC.

A students' complaint and redressal committee should be constituted for the redressal of the problems reported by the students of the college with the following objectives:

1. Upholding the dignity of the FMDC by ensuring strife free atmosphere in the college.
2. Through promoting cordial student-student relationship and student-teacher relationship etc.
3. Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
4. Suggestion/complaints Box is installed in front of the administration block (students affairs office) in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics/administration in the FMDC.
5. Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever an occasion of rift arises.
6. Advising all students of the college to refrain from inciting students against students, teachers and college administration.
7. Advising all staff members to be affectionate to the students and not to behave in a vindictive manner towards any student for any reason.
8. Ragging in any form is strictly prohibited in and outside FMDC. Any violation should be urgently brought to the notice of the Dean/Principal.

Mechanism for redressal of grievances of students and staff

The students are the main stakeholders in any institution imparting education. Its our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration, FMDC has decided to provide a mechanism for redressal of grievances:
The grievances may broadly include the following complaints of the aggrieved:

1. Academic
2. Non-academic
3. Grievance related to assessment
4. Grievance related to victimization
5. Grievance related to attendance
6. Grievance related to charging of fee/fine
7. Grievance regarding conducting of examination
8. Harassment by colleagues, faculty or staff

It is good to air a grievance rather than keeping it bottled up. Protection of human rights is essential for all round development of an individual's personality. We value the primary needs of the student and staff and secure civil liberties for all. A student's Complaint and Redressal Committee has been constituted. The committee is intended to find solutions for problems like sexual harassment—any kind of physical or mental harassment, complaints regarding classroom teaching, classroom management, completion of syllabus, teaching methodologies. The students committee convenes meetings and takes steps to redress the grievance.

There will be Grievance Redressal Committee at the Department/College level to deal with the grievances of the students and staff.

Composition of the Grievance and Redressal Committee

I. Head of Department – Chairman
II. Up to three faculty members to be nominated by the Head of Department
III. Up to five senior faculty members to be appointed by the Head of Institute as members

Mechanism of appeal

This committee will deal with the grievances related to the common problems (academic and administrative) directly at FMDC level. In addition, this committee will also entertain the appeal filed by the student against the decision of the department level committee.

- An aggrieved student who has the grievance at department level shall make an application first to the HOD. The head of department after verifying the facts will try to redress the grievance withing a reasonable time. If the student is not satisfied with the verdict or solution of the HOD, then the same should be placed before the department level committee.

- If the student is not satisfied with the decision of the department committee, he/she can submit an appeal to the college level grievance committee within a week from the date of receipt of the reply from the department committee. The convener of FMDC grievance committee, after verifying the facts and the papers concerned, and having discussion with the chairman of the department committee, will place the matter before the college level committee or shall pass appropriate order in the best possible manner within a reasonable time.
- While dealing with the complaint, the committee at all levels will observe law of natural justice and hear the complaint of the concerned people.
- While passing an order on any grievance at any level, the relevant provisions of act/regulations should be kept in mind and no such order should be passed which contradicts the above.
- The student will submit the application or appeal to the college level committee through the head of department.

Scope

The committee will deal with grievances received in writing from the students about any of the following matters:

- Academic matters: related to timely issuance of duplicate marks sheet, transfer certificates, conduct certificates or other examination related matter.
- Financial matters: related to dues and payments for various items from library and hostel etc.
- Other matters: related to certain misgivings about conditions of sanitation, preparation of food, availability of transport and victimization by teachers etc.

Functions

- The cases will be attended promptly on receipt of written grievances from the students.
- The committee formally will review all cases and will act accordingly as per the management policy.
- The committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint

- The students may feel free to put up a grievance in writing or in the format available in the admin dept or drop it in the complaint box.
- The committee will act upon those cases which have been forwarded along with the necessary documents.
- The committee will assure that the grievance has been properly solved in a stipulated time limit provided by the committee.

Responsibility for redressal

- The final responsibility for grievance redressal rest with the Principal/Dean of FMDC.
- The college expects that grievance redressal be time bound and result oriented; every grievance is expected to be resolved within a reasonable time period.
- The committee shall monitor status and progress of the grievance redressal and shall furnish report on grievance redressal position to the director.

Powers

- In case of any grievance the members of the committee are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution, the matter is referred to the Principal/Dean for final commitment on the matter.
- Considering the nature and depth of the grievance, due inquiry is made by the members of the committee and through personal discussion the matter is solved. If anybody is found guilty for any kind of nuisance, he/she is given punishment with due consideration with the Principal/Dean. The nature of punishment, information to the police (if indicated), and expulsion from the college is according to the rules of FMDC.

Exclusions

The committee shall not entertain the following issues:

- Decision of the executive council, academic council, board of studies and other administrative bodies of FMDC.
- Decisions about award of scholarship, fee concessions, medals etc.
- Decision made by FMDC regarding disciplinary matters and misconduct.
- Decision of the FMDC about admissions in any courses offered by FMDC.
- Decisions by competent authority on assessment and examination result.