



**STANDARD OPERATING PROCEDURE FOR  
STUDENT GRIEVANCE REDRESSAL COMMITTEE**

The objectives of Students Grievance Redressal Committee are to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. The committee convenes periodic meetings (once in a year) or as and when needed.

The Committee is constituted for the Redressal of the problems reported by the students of the college with the following objectives:

1. Fair and Impartial Resolution: Ensure resolution of grievances raised by students without bias and treat each case objectively.
2. Transparent Process: Maintain transparency in the grievance redressal process.
3. Accessibility: Create a system that is easily accessible to students, providing clear information on how to submit grievances and make sure that the process is not overly complex.
4. Confidentiality: Protect the privacy of students involved and ensure that sensitive information is handled discreetly.
5. Timely Resolution: Establish reasonable timelines for each stage of the grievance resolution process.
6. Accountability: Hold all parties involved accountable for their actions.
7. Preventive Measures: The committee can play a proactive role in addressing systemic problems to reduce the likelihood of similar grievances in the future.
8. Educational Institution Improvement: Use the insights gained from grievance resolution to contribute to the overall improvement of the educational institution.
9. Communication: Foster open communication between students and the institution.
10. Conflict Resolution Skills: Develop and utilize conflict resolution skills. The committee members should be trained to handle disputes and conflicts effectively, promoting a positive and constructive resolution.
11. Review and Evaluation: Regularly review the functioning of the committee and evaluate its effectiveness. Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting a cordial relationship between students and teachers.



### **FUNCTIONS OF THE COMMITTEE**

- Address grievance promptly on receipt in written format from the students.
- Review all grievances and follow the UGC Guidelines whilst resolving the grievances.
- Submit report to the Dean about the grievances addressed and also seek direction and guidance from the higher authorities if needed.

### **TENURE OF THE COMMITTEE:**

- Tenure of the committee: Three years

### **MECHANISM FOR RECEIVING STUDENT'S GRIEVANCES & REDRESSAL OF STUDENT'S GRIEVANCES**

It's the endeavour of Student Grievance Redressal Committee to make all efforts to ensure transparency in all the activities of students.

The Grievances may broadly categorize under following:

- **Academic:** related to admission, tuition fees, examination, results, discrimination of students, posting, attendance, stipend, clinical work, etc.
- **Non-Academic:** related to harassment by a colleague or the faculty/non-teaching staff, hostel issues, mess problems or any other personal problems.
- Any student with a grievance can approach the committee members, or directly to the chairperson of the committee.
- Minor issues are solved by the faculty or mentors at the departmental level for the smooth functioning of the college, for issues not resolved at this stage the students approach/directed to the student grievance redressal committee and submit the grievance.
- After the meeting the decision is made and the report of the committee is submitted to the Dean's office accordingly and communicated to stakeholder's involved.

*DPP/24*

Dean  
AMC Dental College