



**KLE Society's**  
**S. NIJALINGAPPA COLLEGE**

**II-Block, Rajajinagar, Bengaluru-10**  
**Re-accredited by NAAC at A<sup>+</sup> grade with 3.53 CGPA**  
**College with UGC-STRIDE Component – I**

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**GRIEVANCE CELL**

**GRIEVANCE AND REDRESSAL POLICY**

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by students with regard to the activities of the Institution. The cell ensure that complaints are resolved fairly and effectively.

Students can voice their complaints to the Grievance and Redressal Cell by starting and completing the grievance procedure in line with the College's policies and procedures. The cell convenes on a regular basis, analyzes the type and consistency of the complaints, and takes appropriate action.

KLE College has a Students' Grievance Redressal Committee. The function of the Committee is to look into the complaints lodged by any student, and judge its merit/s. The Grievance Redressal Committee is also empowered to look into the matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, particularly a student, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Principal.

**Objectives**

The Grievance Redressal Committee's objective is to foster an attitude of responsiveness and accountability among all stakeholders involved in order to preserve the Institute's peaceful learning environment.

To address the issues raised by college students, a Grievance Redressal Committee has been established with the following objectives:

- Upholding the honor of the college by ensuring strike-free environment and by encouraging cordial student-student relationship and student-teacher relationship.
- Encouraging students to honestly express their complaints and issues without any fear of being victimized.
- Suggestion or grievance box has been erected in front of the administrative block where students can write their complaints and suggestions for bettering the college's academics and administration if they choose to stay anonymous.
- Advising students to behave with the utmost restraint and patience whenever a conflict

arises and to respect each other's rights and dignity.

- Advising all students to abstain from stirring-up trouble among themselves, their teachers, or the college administration.
- Advising staff members to treat students with affection and refrain from acting vindictively toward any of them for any cause.

### **Grievance and Redressal Cell Composition**

- Principal
- Grievance and Redressal Coordinator/Convener
- Member
- Member
- Member
- Students

### **Responsibilities**

- Establish a channel of communication for students who feel mistreated to address their specific complaints in order to maintain a positive environment for students, faculty, and administration at the Institute.
- Acknowledges and analyzes the grievances
- Discuss and resolve the grievances, if any received in writing from the concerned students.
- Seeks a solution through decision-making process.
- Reports the grievances and records how they were redressed.

### **Procedures**

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
  - Student-teacher, student-student grievances.
  - Grievances related to library, canteen and IT services.
  - Grievances related to sports, cultural.
  - Grievances related to industrial visits, internship & placements.
  - Grievances related to behavior of stakeholders.
1. The complaints will be addressed in accordance with their specific character. Suggestion boxes on every floor of the department building are used to solicit grievances.
  2. Counseling at the department level is provided when the issue is manageable.
  3. Academic and internal evaluation-related grievances shall be resolved at the individual, faculty, HoD and principal levels.

4. Upon receipt of the application, the Redressal Committee will promptly review the complaint and extend an invitation to both parties to participate in a conversation. The principal is informed of the discussion's conclusion so that additional action can be done.

### **Redressal of Grievances**

The college has established a "Grievance Redressal Committee" to investigate the type and scope of grievances in accordance with the UGC Regulation for handling grievances from students. The committee may recommend that the institutional level take final action to address the issue.

In a year, four times the grievances are reviewed by the committee members of Grievance cell. Followed by the meeting – conducted twice a year: Involving all the members of the committee.

Priority is given according to the urgency of the complaint. The Grievances are redressed within 7 – 15 days from the date of grievance received.

### **Outcome**

- To develop an organizational framework to resolve grievances of the students and other stakeholders.
- To ensure effective solution to the stakeholders' grievances with an impartial and fair approach.
  - a) To investigate the reason of dissatisfaction.
  - b) To enlighten the students on their duties and responsibilities.