

# **STUDENT GRIEVANCE POLICY**

## **KAKOJAN COLLEGE**



**IQAC, KAKOJAN COLLEGE**

**Policy Adopted on 27/06/2018**

## **Purpose:**

The purpose of the Student Grievance Policy is to provide students a mechanism for raising their complaints formally which might arise during student-student, student-teacher and student-staff interactions. Mostly academic and other related issues/ grievances to be considered through this process.

## **Introduction:**

It is very much essential to maintain a harmonious and balanced environment in an educational institution to enable the students to participate actively in the teaching-learning process. Therefore, timely management of disputes arising from the grievances raised by the students in any institution is very much needed.

The Student Grievance Policy will accept any of the following types of grievances from the students:

1. *On any academic issues regarding classes, library facilities or any other related issues.*
2. *On support facilities like hostel, canteen, Sports etc.*

However, appeals of admission procedures, individual percentage or grades, academic probation and/or suspension, attendance problems, administrative withdrawal, disciplinary issues, etc. shall not be considered under the Student Grievance Policy unless illegal discrimination is alleged. Students may directly approach the college authority or through the Student Union body or may reach to concerned committee to place grievances related to admission, examination etc. For grievances related to attendance, students may approach the concerned department.

## **The Mechanism:**

Students may submit their grievances by using any of the following provisions or mechanisms:

1. **Application to the Principal in Hard Copy:** Students can submit their grievances in written form. They can write an application addressing the authority narrating their issues through hard copy.
2. **Through Grievances Box:** Students can drop their grievances in the 'Grievance Box,' which is in front of the office of the Vice Principal of the College.
3. **Through Online Mode:** Student can send their grievances through email narrating their issue and sending it to [kakojancollegeadm@gmail.com](mailto:kakojancollegeadm@gmail.com)
4. **Through Student Union Body:** As Student Union is the elected body of the students, so the students may also submit their grievances through Student Union Body to the Principal.

### **Implementation:**

The Students' Grievance Policy is implemented through Policy manuals and the cell constituted under IQAC, Kakojan College, Jorhat, Assam. The Cell consists of a committee formed by the Principal of the College. Grievances received from Students via offline or online mode are accepted on any working days of the institution.

### **Monitoring:**

The Concerned Committee shall monitor the entire grievance redressal mechanism in the institution. The institution provides orientation to the newly admitted students every year or as and when required. The committee checks for any grievances and forwards to the authority for further mitigation.

### **Review:**

The Policy will be reviewed by the authority from time to time for timely and efficient settlement of the grievances received at the institution during working hours.

*Kakojan College Student Grievance Policy is adopted on 27/06/2018.*

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27/6/2018

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