

INDIAN INSTITUTE OF SOCIAL WELFARE AND BUSINESS MANAGEMENT



## Student Grievance Redressal Policy

### 1. PREAMBLE

The Indian Institute of Social Welfare and Business Management (IISWBM) is committed to providing a safe, inclusive, transparent, and student-friendly academic environment. The Institute believes that every student has the right to be treated with dignity, fairness, and respect. To ensure prompt and effective resolution of student grievances, IISWBM has established a Student Grievance Redressal Mechanism in accordance with the provisions of the All India Council for Technical Education (AICTE) Approval Process Handbook, University Grants Commission (UGC) Regulations, and other applicable statutory guidelines.

This policy aims to promote accountability, transparency, and institutional responsiveness while safeguarding the interests and welfare of students.

### 2. OBJECTIVES OF THE POLICY

The objectives of the Student Grievance Redressal Policy are to:

1. Provide a fair, impartial, and accessible mechanism for redressal of student grievances.
2. Ensure a conducive academic and administrative environment within the Institute.
3. Address grievances in a timely and transparent manner.
4. Prevent discrimination, harassment, victimization, and unfair practices.
5. Promote student satisfaction and institutional accountability.
6. Encourage students to express concerns without fear of retaliation.
7. Comply with AICTE, UGC, and statutory regulatory requirements.

### 3. SCOPE OF THE POLICY

This policy shall apply to all students enrolled in IISWBM including:

- Full-time students
- Part-time students
- Research scholars
- Certificate/Diploma programme participants
- Students participating in internships, projects, exchange programmes, or institutional activities

The policy covers grievances related to:

- Academic matters
- Examination and evaluation
- Attendance-related issues
- Fee-related concerns
- Infrastructure and facilities
- Library and IT services
- Hostel and mess facilities (if applicable)
- Student services
- Administrative decisions
- Discrimination or unfair treatment
- Student-teacher or student-staff issues
- Any other matter affecting student welfare

#### **4. DEFINITION OF GRIEVANCE**

A grievance may be defined as any dissatisfaction, complaint, dispute, or concern raised by a student regarding academic, administrative, infrastructural, or interpersonal matters that adversely affect the student's learning environment, rights, or well-being.

#### **5. EXCLUSIONS**

The following matters shall ordinarily be excluded from the purview of this policy:

1. Matters pending before courts or tribunals.
2. Cases covered under Sexual Harassment Policy/Internal Complaints Committee (ICC).
3. Cases involving ragging which shall be handled as per Anti-Ragging Regulations.
4. Disciplinary matters involving criminal offences.
5. Anonymous or pseudonymous complaints without supporting evidence.

#### **6. GUIDING PRINCIPLES**

The grievance redressal process shall be guided by the following principles:

- Natural justice
- Confidentiality
- Transparency
- Fair hearing
- Timely resolution
- Non-retaliation
- Student-centric approach
- Accountability

#### **7. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)**

##### **7.1 Constitution of SGRC**

The Institute shall constitute a Student Grievance Redressal Committee (SGRC) as per AICTE/UGC guidelines.

**Suggested Composition:**

<b>Sl. No.</b>	<b>Designation</b>	<b>Role</b>
1	Director	Chairperson
2	Senior Faculty Member	Member
3	Female Faculty Member	Member
4	Registrar/Administrative Officer	Member
5	Non-Teaching Employee	Member
6	Student Representative (Optional)	Member
7	Nodal Officer / Faculty Coordinator	Member Secretary

**Tenure:**

The tenure of committee members shall ordinarily be for two years.

**Gender Representation:**

Adequate representation of women members shall be ensured.

**8. FUNCTIONS OF SGRC**

The Student Grievance Redressal Committee shall:

1. Receive and examine student grievances.
2. Conduct fair inquiry and provide opportunity of hearing.
3. Recommend suitable corrective measures.
4. Ensure timely disposal of grievances.
5. Maintain records of complaints and resolutions.
6. Submit periodic reports to the Director/Competent Authority.
7. Recommend systemic improvements to prevent recurrence.

**9. GRIEVANCE REDRESSAL PROCEDURE**

**Step I: Submission of Grievance**

A student may submit a grievance through:

- Online grievance portal/email
- Written application addressed to the SGRC
- Complaint/suggestion box
- Submission to Programme Office/Registrar

The complaint should preferably contain:

- Name and Roll Number of student
- Programme and semester
- Contact details
- Nature of grievance
- Relevant supporting documents
- Relief sought

Anonymous complaints may not ordinarily be entertained unless supported by substantial evidence.

### **Step II: Acknowledgement**

The grievance shall be acknowledged within 3 working days of receipt.

### **Step III: Preliminary Scrutiny**

The SGRC shall conduct preliminary scrutiny to determine:

- Whether the complaint falls within the scope of the policy
- Whether sufficient information/documents are available
- Whether immediate intervention is required

### **Step IV: Inquiry and Hearing**

1. The SGRC may call concerned parties for hearing.
2. Both complainant and respondent shall be given fair opportunity to present their case.
3. Documentary evidence may be examined.
4. Proceedings shall remain confidential.

### **Step V: Resolution and Recommendation**

The SGRC shall recommend appropriate action based on findings, which may include:

- Corrective measures
- Administrative action
- Counseling or mediation
- Academic relief
- Improvement in facilities/services
- Warning/advisory to concerned parties

### **Step VI: Communication of Decision**

The decision/recommendation shall normally be communicated within 15 working days from receipt of the grievance.

In exceptional cases requiring detailed inquiry, the timeline may be extended with reasons recorded in writing.

## **10. APPEAL MECHANISM**

If a student is dissatisfied with the decision of the SGRC, an appeal may be submitted to the Director of IISWBM within 15 days from the date of communication of the decision.

The decision of the Director/Competent Authority shall ordinarily be final and binding.

## **11. ONLINE GRIEVANCE REDRESSAL SYSTEM**

The Institute shall maintain an online grievance redressal mechanism on its official website for easy access and transparency.

The portal shall facilitate:

- Online submission of grievances
- Tracking of grievance status
- Communication of resolutions
- Record maintenance

## **12. CONFIDENTIALITY**

All grievance proceedings and records shall be treated as confidential. Information shall be disclosed only to authorized persons involved in the grievance redressal process.

## **13. PROTECTION AGAINST VICTIMIZATION**

No student shall be subjected to harassment, intimidation, discrimination, or retaliation for filing a grievance in good faith.

Any act of victimization shall invite disciplinary action.

## **14. FALSE OR MALICIOUS COMPLAINTS**

If a complaint is found to be deliberately false, frivolous, or malicious after due inquiry, appropriate disciplinary action may be initiated against the complainant.

## **15. RECORD KEEPING AND REPORTING**

The Institute shall maintain proper records of:

- Number of grievances received
- Nature of grievances
- Action taken
- Status of disposal
- Pending cases

An annual summary report may be submitted to the competent authority for review and quality improvement.

## **16. AWARENESS AND DISSEMINATION**

The Institute shall ensure adequate awareness regarding the grievance redressal mechanism through:

- Student handbook
- Orientation programmes
- Institute website
- Notice boards
- Academic manuals

## **17. MONITORING AND REVIEW**

The policy shall be reviewed periodically by the Institute authorities to ensure compliance with AICTE/UGC regulations and institutional requirements.

Necessary amendments may be made from time to time.

## **18. COMPLIANCE WITH AICTE/UGC REGULATIONS**

This policy is framed in alignment with:

1. AICTE Approval Process Handbook (latest edition)
2. UGC (Redressal of Grievances of Students) Regulations
3. AICTE Student Grievance Redressal Guidelines
4. Anti-Ragging Regulations
5. Other applicable statutory provisions

## **19. CONTACT DETAILS**

### **Student Grievance Redressal Cell**

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