



SSR Memorial Trust's

SSR College of Education

Approved by NCTE New Delhi, Affiliated to Savitribai Phule Pune University, Pune.

Sayli, Silvassa Road, Silvassa – 396230, UT of DNH

Email address : ssreducollege@gmail.com

Website: www.ssreducollege.edu.in

Grievances Cell

Policy Regarding Formal and Informal Complaint Procedures

Informal Complaint Procedures

It is the wish of the College to provide an education and services of high quality to its students and to provide equity and harmony in the application of policies and procedures. When a student has a complaint which does not involve sexual violence or assault, the college would encourage resolution be sought through informal communication with the appropriate instructor, Principal, staff member, or administrative officer who may be able to help rectify or clarify the situation before a written complaint is initiated.

Formal Complaint Procedures

This Complaint Policy does not supersede specific policies involving special cases such as grade appeals, illegal discrimination, sexual violence or assault, sexual harassment, appeal and due process, etc.

Lodging a Formal Student Complaint: A student who wishes to lodge a formal complaint must complete and submit the formal grievance form to the in-charge of grievances cell. A form is available in the Office as well as online.

- **Administrative Complaint Acknowledgment:** Formal student complaints will be forwarded to the administrator most immediately responsible for the area to which the complaint pertains. The administrator will send a written acknowledgment to the student within six working days of receiving the complaint indicating that: (1) the formal complaint form has been received, (2) the nature of the complaint, and (3) the student will receive a written response after deliberation within fifteen working days. Copies of the written student complaint and the acknowledgement letter will be sent to the principal.
- **Administrative Deliberation and Response:** If the administrator to whom the complaint is forwarded determines that the nature of the complaint is beyond his/her area of supervision or expertise, the next level administrator in the area should be consulted and may be requested to respond to the student. Administrative disposition of the complaint will generally consist of investigation into the source of the complaint, previous efforts to resolve the issue, and any contingencies that will aid in the deliberation and disposition of the problem. The responding administrator will send to the student a written statement of attempted resolution to the problem. A copy of the deliberation response will be sent to the appropriate cabinet level officer. All formal student complaints will be forwarded upon resolution to the President's office by each cabinet officer where a log will be kept.
- **Student Appeal Process:** Upon receiving a deliberation response to the written complaint, the student has the right of appeal to a senior administrator who oversees the area about which the complaint was lodged. This appeal must be made in writing within five working days of receiving the Administrative response. In each case, the student will receive an acknowledgement of the appeal within five working days and a deliberation response within fifteen working days from the date of the acknowledgment letter.

The decision of the committee will be final.