

Student Grievance Redressal Cell

Surana College, Peenya believes in fostering a supportive and inclusive learning environment is paramount to the overall growth and well-being of its students. We have established Student Grievance Redressal Cell to address students' concerns, complaints, and grievances in a fair and timely manner. It serves as a vital bridge between students, faculty, and administration, ensuring transparency, accountability, and harmonious functioning within the campus.

Objectives of Student Grievance Cell:

The primary purpose of a Student Grievance Redressal Cell is to provide an impartial platform for students to voice their grievances and resolve issues related to academics, infrastructure, campus life, discrimination, and other concerns. Its objectives include:

1. **Accessible and Confidential Communication:** This ensures that students can easily approach the cell to discuss their grievances without fear of reprisal. Confidentiality is maintained throughout the process to protect the students' identities and encourage open communication.
2. **Addressing Grievances Effectively:** The cell aims to investigate each complaint thoroughly, understanding the root cause and impact on the student's academic and personal life. They strive to resolve grievances promptly and impartially, without any biases.
3. **Promoting Transparency:** The cell keeps students informed about their rights, the grievance redressal process, and the actions taken to resolve complaints. Transparency enhances students' trust in the system.
4. **Safeguarding against Harassment and Discrimination:** The cell actively addresses issues related to harassment, bullying, or any form of discrimination. It ensures that every student is treated with respect and dignity.
5. **Suggesting Policy Changes:** If recurring issues arise, the cell may recommend policy changes or improvements to the college administration for a more conducive learning environment.

Structure of Student Grievance Cell:

1. **Faculty Members:** The cell is headed by Department Heads & Principals known for their impartiality and understanding of students' concerns. Other faculty members, known for their approachability and empathy, are also be part of the cell.
2. **Student Representatives:** To ensure the fair representation of students, the college nominates student representatives to join the cell. These representatives act as the voice of the student community and facilitate communication between the students and the cell.
3. **Administrative Staff:** Non-teaching staff members are also included to offer a broader perspective and assist in administrative matters.

Grievance Redressal Process

The grievance redressal process typically involves the following steps:

1. **Submission of Grievance:** Students can submit their grievances in writing to the cell. They are encouraged to write mail to grcell@suranacollegepeenya.edu.in
2. **Preliminary Review:** The cell reviews the grievance to determine its nature and validity. If the issue falls outside the purview of the cell, it will be redirected to the concerned authority.
3. **Investigation and Resolution:** The cell investigates the complaint by gathering relevant information and statements from concerned parties. This will include the conduct of meetings with the students involved. The emphasis is on reaching an amicable resolution.
4. **Follow-Up:** After resolving the grievance, the cell follows up with the student to ensure their satisfaction with the outcome.
5. **Maintaining Records:** The cell maintains records of all grievances, actions taken, and their resolutions for future reference and analysis.
6. **Promoting Awareness**