



Janata Shikshan Prasarak Mandal's

Loknete Marutrao Ghule Patil Mahavidyalaya

Dahigaon Ne

Tal-Shevgaon, Dist-Ahmednagar, (MS) Pin-414502

Grievance Redressal Policy

Prepared by

Internal Quality Assurance Cell

Grievance Redressal Policy

Introduction:

The Institute follows the proper mechanism of grievances through the formed Grievance Redressal Cell. The Cell aims to protect the academic interest of the students and to take suitable action wherever necessary. The cell looks after the general and academic complaints of the staff and students. It promptly tries to offer solutions for their problems in periodical meetings of the committee. The staff and students are notified to put their complaints and issues in suggestion/complaint boxes placed in the building. The cell meets periodically, examines the nature and pattern of the grievances and redresses them accordingly. The Cell ensures effective solutions to the grievances, using a fair approach. The Grievance Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure according to the rules and regulations of the College.

Objectives:

- To develop an organizational framework to resolve the grievances of the students and other stakeholders.
- To ensure effective solutions to the stakeholders' grievances with an impartial and fair approach
- To receive suggestions from the staff and students for improvement.
- To investigate the reason for dissatisfaction.

Functions of Grievance Redressal Cell:

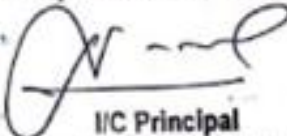
- The committee look after all grievances of staff and students of the college
- The grievances filed either by writing or online on the website of the college are always taken into consideration
- The committee meets periodically to resolve the grievances received.
- The committee reviews all cases and acts accordingly as per the policy.
- The cell submits a report to the authority regarding the cases attended.
- The complaints that can't be redressed at the college level will be forwarded to the competent higher authority.
- Appropriate action will be taken by the cell on the complaint after a thorough investigation.
- If enquiries are needed for the speedy disposal of the matter, the Cell will enquire into the matter expeditiously on a priority basis.

The Cell will not deal with the following complaints:

- Criminal offence under judicial consideration.
- If the complaints are not lodged to the Cell through the proper way within 24 hours.
- Complaints regarding disputes occurred outside the premises of the college.


Co-Ordinator
IQAC
L.M.G.P.M., Dahigaon-Ne,
Tal. Shevgaon, Dist. Ahmednagar




I/C Principal
Loknete Narainrao Ghule Pail Mahavidyalaya
Dahigaon-Ne, Tal. Shevgaon, Dist. Ahmednagar