



# ST. FRANCIS INSTITUTE OF MANAGEMENT & RESEARCH-PGDM



## STUDENT GRIEVANCE REDRESSAL CELL POLICY

### 1. Purpose

*The Student Grievance Redressal Cell ensures that student concerns are received, reviewed and resolved in a fair and timely manner. The Cell promotes a supportive learning environment where issues can be addressed without fear or hesitation.*

### 2. Scope

This policy applies to all students of the PGDM program and covers academic, administrative and campus-related concerns, excluding matters that fall under separate statutory bodies such as examinations, disciplinary committees or anti-ragging cells.

### 3. Objectives

- Provide students with a safe platform to express concerns
- Ensure confidentiality and privacy in handling grievances
- Resolve issues promptly and effectively
- Promote transparency and accountability in institutional processes
- Create awareness about the Grievance Redressal Cell and its members

### 4. Committee Composition

The Student Grievance Redressal Cell shall consist of the following members:

1. **Director** – Chairperson
2. **Registrar** – Member (Non-Teaching Staff)
3. **Administrator** – Member (Non-Teaching Staff)
4. **Associate Professor** – Member (Teaching Staff)
5. **Assistant Professor** – Member (Teaching Staff)
6. **Assistant Professor** – Member (Teaching Staff)
7. **Training & Placement Officer (LCMC)** – Member (Non-Teaching Staff)

The committee may invite additional faculty or administrative staff as required.

### 5. Roles and Responsibilities

#### Chairperson

- Provide overall direction
- Moderate meetings and approve decisions
- Ensure implementation of resolutions

#### Registrar





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- Acknowledge receipt of grievances
- Track status until closure

## **Administrator**

- Handle infrastructure-related concerns
- Coordinate with housekeeping, maintenance and support teams

## **Teaching Faculty Members**

- Address academic concerns related to teaching, classroom learning and academic support
- Provide guidance to students who seek help

## **Training & Placement Officer**

- Address concerns related to internships, placements and career support

## **Entire Committee**

- Keep all grievance details confidential
- Review grievances objectively and without bias
- Take decisions in line with institutional policies
- Prepare minutes of every meeting
- Provide follow-up communication to students

## **6. Types of Grievances**

The Cell addresses concerns related to:

- Academic issues (classes, faculty interaction, teaching quality)
- Administrative and service-related matters
- Infrastructure, cleanliness and maintenance
- Canteen services
- IT and classroom equipment
- Library support
- Placement assistance
- Any other legitimate concern affecting the student experience

## **7. Modes of Submission**

Students may submit grievances through any of the following:

- In person to any committee member





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- Written letter
- Suggestion box
- Email to the official Grievance Redressal Cell ID
- Online grievance portal (if applicable)

Anonymous complaints are allowed but will be addressed based on the information available.


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