

GRIEVANCE POLICY- ADITI MAHAVIDYALAYA

Aditi Mahavidyalaya aims to provide a comfortable, productive, safe and ethical work environment to all the students and staff members . The college has a robust mechanism of handling grievances of students, who can approach the college through various modes without any fear of bias or judgment. To ensure this regular interactions and discussions are conducted with students regarding any problems they may be facing so that they may be timely addressed and catered to. Students are sensitized that they must bring up any grievance they may be facing at college level to the teachers or the college administration as they may find comfortable. The college focuses on immediate redressal/ resolution of the complaints to foster an environment conducive to the development of stake holders. To ensure an active and judicious compliance mechanism, the college has constituted an apt grievance procedure outlined as under:

A help desk has been installed outside the Principal's office which students can approach on all working days during office hours. There is also a provision of grievance post box at the installed in the campus where students can post their grievances anonymously. There is a fully operational Internal Quality Assurance Cell (I.Q.A.C.) in the college which conducts regular meetings with the students through the respective class representatives ensuring all grievances whether academic in nature or otherwise are brought to the notice of the college. It also creates confidence and trust in the students that there problems no matter how small they may be, will be well received and reciprocated by the college. Complaints can also be shared online under the tabs of **GRIEVANCE** and **SHE** with email I.D.'s **grievance@aditi.du.ac.in** and **[she@ aditi.du.ac.in](mailto:she@aditi.du.ac.in)**. A separate Student Advisory Cell has also been created to cater to all academic grievances (including college and university level) . There is an S.C.S.T. Cell which handles the complaints specifically related to issues pertaining to minority students. The college has an Internal Complaint Committee (I.C.C.) on lines of the Vishakha guidelines as per U.G.C. Regulation which handles the complaints related to sexual harassment at college. With the objective of timely redressal of complaints of varied constitutions a special Admissions Grievance Committee is also created to address grievances related to admissions and it works 24/7 during the admission period to help the students seeking admissions. On similar lines Examination Committee is constituted to resolve examination related grievances of the students. The main premise of developing an elaborate and multi dimensional grievance handling procedure of college is to ensure maximum reach of students and staff members who may find it easy to approach the requisite forum for a timely action and resolution, as the college firmly believes in creating a positive work environment where all stake holders co exist with respect and responsibility towards each other.