

Vishnu Dental College

Students Grievance Redressal Committee (SGRC) – Institutional Policy

1. Preamble

Vishnu Dental College is committed to a fair, safe and supportive learning environment. This policy establishes the Students Grievance Redressal Committee (SGRC) as the formal body to receive, examine and resolve student grievances in a transparent, prompt and impartial manner, in line with applicable regulatory guidelines (such as UGC/AICTE/University norms, as applicable).

2. Objectives

1. To provide a fair and transparent mechanism for resolving student grievances.
2. To ensure a safe, supportive and student-friendly environment.
3. To address academic and non-academic complaints promptly.
4. To promote discipline, justice and accountability within the institution.
5. To safeguard the rights and interests of students.
6. To encourage students to express concerns without fear of retaliation.
7. To ensure timely redressal through proper inquiry and follow-up.
8. To improve institutional functioning based on student feedback.

3. Scope and Applicability

This policy applies to all enrolled students (and, where relevant, former students within six months of leaving) of all programmes and departments. It covers grievances against faculty, staff, administration, fellow students or institutional processes.

Academic grievances include: examination and evaluation issues, marks/re-valuation, attendance shortage disputes, timetable and curriculum concerns, teaching quality, project/internship allocation, and academic records.

Non-academic grievances include: fees and scholarships, admissions, hostel, transport, canteen, library, laboratory and campus facilities, misbehaviour or discrimination, ragging, harassment (non-sexual), and administrative delays.

Excluded / referred elsewhere:

- Sexual harassment complaints → Internal Complaints Committee (ICC) under the POSH Act.
- Ragging → Anti-Ragging Committee/Squad.
- SC/ST/OBC-related discrimination → Equal Opportunity / SC-ST Cell.
- Matters pending before a court or statutory authority.

The SGRC will forward such cases to the appropriate body within 3 working days and inform the student.

4. Composition of the Committee

Position	Member
Chairperson	Dr. P. Swetha (Professor)
Members	Dr. P. Chaitanya (Professor) Dr. Birajdar Smita (Associate Professor) Dr. Divya Naga Lakshmi (Associate Professor) Dr. Gandikota Kartheek (Associate Professor)
External / Special Invitee	Dr. Nachu Lakshmi (Intern)

Terms and rules

- Tenure of members is two years; renewal is permitted once.
- Quorum: at least 50% of members, including the Chairperson or Member Secretary.
- A member with a conflict of interest must recuse themselves from that case.
- The Committee meets at least once every month, and within 7 days of any serious complaint.

5. Guiding Principles

- **Fairness and impartiality** – every party gets an opportunity to be heard.
- **Confidentiality** – identities and records are disclosed only on a need-to-know basis.
- **Non-retaliation** – no student shall face victimisation for filing a grievance in good faith.
- **Timeliness** – strict adherence to prescribed timelines.
- **Accessibility** – multiple, easy channels of submission, including anonymous options.
- **Accountability** – decisions are recorded, reasoned and followed up.

6. How to Lodge a Grievance

Students may submit a grievance through any of the following:

- Written application to the Member Secretary / SGRC office.
- Grievance boxes placed at prominent campus locations.
- Online portal or dedicated email: [sgrc@institution.edu].
- Through a Class Mentor / Head of Department, who must forward it within 2 working days.

A grievance should include: name, class/roll number, contact details, nature and date of the issue, persons involved (if any), supporting documents, and the relief sought. Anonymous

complaints will be accepted if they contain specific, verifiable details; the Committee will decide on how to proceed.

Every complaint receives a **unique grievance number** and an acknowledgement within 2 working days.

Urgent matters (safety, health, harassment, or examination-linked) shall be taken up within 48 hours, with interim protective measures where necessary.

7. Appeal Mechanism

A student dissatisfied with the decision may appeal in writing to the **Principal/Head of Institution** within 15 days of receiving the decision. If unresolved, the student may approach the **Governing Body / University Ombudsperson** or other statutory grievance authority. Appeals will be decided within 30 days.

8. Protection of Complainants and Witnesses

- Identity is protected throughout the process.
- Any act of intimidation, threat, or retaliation is treated as a disciplinary offence.
- Interim measures such as change of section, hostel, or supervisor may be granted where required.
- Counselling and support services will be made available.

False or malicious complaints: Complaints made in good faith, even if not substantiated, will not attract action. Proven deliberately false complaints may invite disciplinary action.

9. Roles and Responsibilities

Chairperson: presides over meetings, ensures impartial functioning, and submits recommendations to the Principal.

Member Secretary: maintains the register, acknowledges complaints, schedules hearings, tracks timelines and keeps records.

Members: examine cases objectively, participate in hearings, and maintain confidentiality.

Principal / Management: provides resources, implements decisions and ensures no retaliation.

HODs / Faculty / Staff: cooperate with the Committee and provide records and information promptly.

10. Possible Outcomes and Remedies

Depending on the case, the Committee may recommend: corrective or administrative action, correction of records, re-evaluation, refund or fee adjustment, counselling or mediation, written apology, disciplinary action against the responsible person, or systemic/policy changes. Where no merit is found, reasons will be communicated in writing.

11. Records and Confidentiality

- A grievance register (physical/digital) records the grievance number, date, category, action taken, decision and closure date.
- Records are kept confidentially for **at least five years**.
- Access is limited to committee members and authorised officials.

12. Awareness and Training

- The policy, committee details and complaint procedure will be displayed on notice boards, the website and the student handbook.
- Orientation on the SGRC will be conducted for new students each academic year.
- Committee members will receive periodic training on inquiry, counselling and legal awareness.

13. Monitoring, Reporting and Continuous Improvement

- The SGRC submits a **quarterly report** to the Principal and an **annual report** to the Governing Body / IQAC, showing the number of grievances, categories, resolution time, pending cases and recommendations.
- Student satisfaction feedback is collected after closure of each case.
- Recurring issues are analysed and shared with departments so that corrective and preventive action can be taken.
- Aggregated (non-identifying) findings will be included in the institution's quality assurance documentation.

14. Review and Amendment

This policy will be reviewed every two years, or earlier if regulations change. Amendments require the approval of the Governing Body / competent authority.