



Mumbai Pradesh Arya Vidya Sabha's

Gurukul College of Commerce

(Affiliated to University of Mumbai)

ISO CERTIFIED: 21001/14001/50001

Tilak Road, Ghatkopar (East). Mumbai-400077

STUDENT

GRIEVANCES

POLICY

The college has established a comprehensive mechanism to address student grievances with the aim of fostering a responsible and receptive atmosphere among all stakeholders, ensuring a harmonious educational environment within the college.

- **Objectives:**

1. Formulate a policy for investigating and reviewing student complaints or grievances.
2. Create awareness among students about the availability of grievance redressal members.
3. Investigate the root causes of grievances.
4. Ensure effective and appropriate solutions based on the gravity of the grievance.
5. Encourage students to freely express their problems or grievances without fear of victimization.
6. Address complaints related to mental or physical harassment, classroom management, teaching methods, syllabus completion, and any other issues that may arise.
7. Resolve all issues raised by any stakeholder with courtesy and within stipulated timeframes.
8. Provide easy accessibility for immediate redressal of grievances.

- **Awareness:**

The institution has implemented various measures to create awareness and prevent cases of grievances, including sexual harassment, ragging, and general student, faculty, and staff grievances. Awareness is fostered through:

1. Inclusion of grievance redressal policy in the college prospectus.
2. Undertakings from students and parents at the time of admission, acknowledging the policy for grievance redressal.
3. Information provided on the institutional website.

The Grievance Redressal Committee is divided into three distinct segments:

- ❖ **General Grievance Redressal Committee**

1. Inform students about the committee's objectives and operation procedures.
2. Educate students on the process of registering grievances.
3. Acknowledge and analyze grievances.
4. Seek solutions through a well-defined decision-making process.
5. Maintain records of reported grievances and their redressal.

❖ **Internal Complaints Committee Preventive Steps:**

1. Create a safe environment free from sexual harassment.
2. Ensure gender equality and equal opportunities. Remedial Steps:
3. Establish an efficient mechanism for registering complaints.
4. Take prompt action on complaints of sexual harassment, providing assistance and redressal.
5. Enforce appropriate actions against the harasser.
6. Provide psychological, emotional, and physical support, including counseling and security measures.

❖ **Anti-Ragging Committee:**

1. Ensure compliance with anti-ragging regulations.
2. Act promptly on reported incidents of ragging.
3. Vigilantly monitor events both on and off-campus.
4. Conduct fair and transparent inquiries when required.
5. Monitor the welfare of fresh students outside the campus.
6. Empower the committee to inspect sensitive areas around the campus at all hours.

Through these committees and the diligent implementation of the grievance policy, the college aims to uphold the well-being and rights of its students, faculty, and staff, fostering an environment conducive to learning and personal growth.