
STUDENT GRIEVANCE POLICY
BAHONA COLLEGE, JORHAT

PURPOSE:

The purpose of the Student Grievance Policy is to provide students a mechanism for raising their complaints formally which might arise during student-student, student-teacher and student-staff interactions. Grievances to be considered through this process include mostly those arising from academic and other related issues.

INTRODUCTION:

A harmonious and balanced environment in an educational institute is very essential to enable the students to participate actively in the teaching-learning process of the institute. Therefore, timely management of disputes arising from the grievances raised by the students in any institute is very much needed.

The student grievance policy will accept any of the following types of grievances from the students:

- a. On any academic issues regarding classes, library facilities or any other related issues.
- b. Canteen facilities.
- c. Hostel facilities.
- d. Medical facilities.
- e. Sports facilities.
- f. Any other relevant issues.

However, appeals of admission procedures, individual percentage or grades, academic probation and/or suspension, attendance problems, administrative withdrawals, disciplinary issues, etc. shall not be considered under the Student Grievance Policy unless illegal discrimination is alleged. Students may directly approach the college authority or may reach to committees concern to place grievances related to admission, examination etc. For grievances related to attendance, student may approach the department concerned.

THE MECHANISM:

Students may submit their grievances by using any of the following provisions or mechanisms:

- I. **Application to Principal in Hard copy**: Students can submit their grievances in written form. They can simply write an application addressing the authority narrating their issues in hard copy.
- II. **Through Complaint Box**: Students can also drop their grievances anonymously in the 'Complaint Box' situated near the office of the Principal in the college.
- III. **Through Email**: They can also send their grievances by writing an email narrating their issues and sending it to grievance.cell@bahonacollege.edu.in .

- IV. **Through Bahona College Website Portal**: Students may also submit their grievances online through Bahona College website portal (Students' Grievance Redressal link under Students' Corner section in the college website).
- V. **Through 'MyGrievanceApp'**: Students may also submit their grievances using the google form link (<https://forms.gle/ChATuEs8qjSdb4bz5>) or scanning the QR code



provided in the 'MyGrievanceApp' developed by the Students' Grievance Redressal Cell (Download Link for MyGrievanceApp is <http://ai2.appinventor.mit.edu/b/2trid>).

IMPLEMENTATION:

The Students Grievance Policy is implemented through Policy manuals, college website portal and the Students' Grievance Redressal Cell constituted under IQAC, Bahona College, Jorhat. The Cell consists of a committee, approved by the Governing Body of the college. Grievances received from the students via offline or online mechanism are accepted on any working days at the institute.

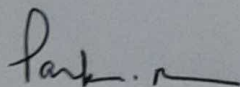
MONITORING:

The Students' Grievance Redressal Cell monitors the entire grievance redressal mechanism in the institute. The Cell provides Orientation to the newly admitted students every year or as and when required. The Cell also conducts 'Open Sessions' on students' grievances on a regular basis in presence of the authority to mitigate students' grievances. The Cell regularly checks for any grievances received from the students in 15 days' interval and forwards to the authority for further mitigation.

REVIEW:

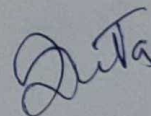
The policy will be reviewed by the authority time to time for timely and efficient settlement of the grievances received at the institute during working hours.

Bahona College Student Grievance Policy is adopted at the IQAC Meeting held on 12th November, 2021.



IQAC COORDINATOR

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PRINCIPAL

BAHONA COLLEGE, JORHAT
Principal
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