

Grievance Redressal Committee

Composition of Committee

As per new guidelines of UGC Composition of Committee

| Sr. No. | Name of Members | Designation | Member from |
|----------------|------------------------|--------------------|------------------------|
| 1 | Dr. Suryawanshi C.S. | Chairman | Principal |
| 2 | Smt. Bhore V.S. | Coordinator | staff |
| 3 | Dr. Mohite B.C. | Member | staff |
| 4 | Dr. Patole D.N. | Member | staff |
| 5 | Smt. Shinde V.S. | Member | Staff |
| 6 | Miss. Gund A.B. | Member | Student Representative |

1. Purpose

- a. Students or persons seeking to enrol in a course of study (prospective students) with Baburao Patil College of Arts and science ,Angar are entitled to access the grievance procedure as set out by Baburao Patil College of Arts and science ,Angar, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study.
- b. Students and prospective students are entitled to access the grievance procedure as set out by Baburao patil College of Arts and science, Angar for actions of the School's staff or agents and other legal, formal and publicly established associations with other parties.
- c. Baburao Patil College of Arts and science, Angar recognises the rights of students or those seeking to enrol in a course of study at the School to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of Baburao Patil College of Arts and science, Angar recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Student Grievance and Mediation Policy and Procedures.

2. Scope

Baburao Patil College has individual academic, administrative and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for mediation.

3. Definitions

- a. A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers being unjust, wrongful or discriminatory and which is within the control of the School.
- b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reaches a consensual settlement that will accommodate their needs.
- c. Academic grievance may include issues relating to, but not limited to:
 - i. Selection and Admission
 - ii. Actions of/ experience with agents and other legal, formal and publicly established associations with any other parties
 - iii. Content and delivery of subjects in a course
 - iv. Recognition of Prior Learning (RPL)

- v. Advanced Standing
- vi. Assessments (for example assignments, tests, examinations)
- vii. Special Consideration
- viii. Intention to report the student due to unsatisfactory course progress
- ix. Academic grades necessary to maintain a scholarship
- x. Cancellation of enrolment
- xi. Internships and placements
- xii. Additional matters relating to student transfers, reporting and suspension for overseas students in Australia are covered under section 7.d

d. Non-academic grievance may include but not limited to issues relating to:

- i. Fee Payment
- ii. Scholarships
- iii. Suspension of Candidature
- iv. Cancellation of enrolment
- v. Refusal of the transfer request
- vi. Withdrawal without Penalty
- vii. Misconduct (other than plagiarism)
- viii. Sexual Assault and Sexual Harassment
- ix. Critical Incidents x. Harassment and Discrimination
- xi. Health and Well being
- xii. Facilities

4. Bullying or Harassment

a. Baburao Patil College of Arts and science, Angar will not tolerate inappropriate behaviour of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimisation. Any respondent to a complaint or grievance will not be subject to discrimination or victimisation.

5. Rights of Students

a. Baburao Patil College of Arts and Science, Angar recognise that any written agreement between students and the School does not limit the students' right to make complaints and seek appeals of decisions and action under various processes.

6. Guidelines

a. Grievance Mediation

Baburao Patil College of Arts and Science, Angar will ensure the following when dealing with complaints, grievances and appeals:

- i. Each complaint, grievance, appeal and its outcome are recorded in writing;
- ii. To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies and the staff who are responsible for administering the process);
- iii. Students must complete the School's Complaints and Grievance Form available from Blackboard (Appendix 1) or Registrar's Office for prospective students. The form must set out in writing the nature of the complaint or grievance including all relevant supplementary information or documents;
- iv. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
- v. Each appeal is heard by an independent person or panel, and
- vi. Each appellant
 - a. has an opportunity to formally present their case;
 - b. is provided information on the avenues for appeal; and
 - c. is given a written statement of the appeal outcomes, including a full explanation for the decision.

b. The School is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals.

c. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The Vice President – Administration, Registrar and relevant Course Director (Dean) is responsible for the training of academic and academic support staff in the application of the policy. Likewise, the Head of Campus is responsible for training administration staff in the application of the policy at their respective campuses.

7. Grievance Procedures

If a problem, complaint or grievance is being experienced with a staff member a student or agent, the following procedure should be used:

- a. Informal stage (recommended where it is reasonable and appropriate):
 - i. Identify and discuss the complaint or grievance with the other party
 - ii. Discuss the best outcome to the complaint or grievance
 - iii. Agree to act to resolve the complaint or grievance
 - iv. This option is not encouraged for cases relating to sexual assault and harassment.

8. Grievance Protocols

a. To ensure that assessment and investigation of grievances are conducted in a fair and transparent manner:

- i. If the grievance is against an administrative or a support staff, then it will be forwarded directly to the Head of Campus;
- ii. If the grievance is against a faculty, then it will be forwarded directly to the respective principal.
- iii. If the college needs to rectify its own policy and procedures, the School must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case to case basis and any changes will be implemented as soon as possible.

Mechanism

Baburao Patil College of Arts and Science, Angar has created a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

Baburao Patil College of Arts and Science Angar

Grievance Redressal Form

1. Personal Details:

a) Name:

b) Student ID:

c) Enrolled Course:

d) Campus:

e) Date of Birth:

f) Address:

g) Current Student: YES/NO

h) Academic Grievance/Non-Academic Grievance: Please indicate

2. Complaint and Grievance Please provide:

a) Description of the complaint/grievance including the date, the location and all persons involved

b) Summary of the processes and steps taken to date to try and resolve the grievance informally

c) Proposed resolution which you may believe will settle the grievance

d) Attach any documentation in support of the grievance or proposed resolution

3. Declaration

I declare that the information provided by me is true and correct.

I have read and understood the information contained on this form and in the Student Grievance and Mediation Policy and Procedures.

Name (Print):

Signature:

Date:

Number of documents received: