



# Ambalika Institute of Management and Technology

Mohanlalganj, Lucknow

Student Grievance Handling Policy

## INSTITUTE'S VISION MISSION

### **Vision :**

To nourish the students, blossom them into tomorrow's world class professionals and good human beings by inculcating the qualities of sincerity, integrity and social ethics.

### **Mission :**

- 1.To provide the finest infra-structure and excellent environment for the academic growth of the students & to bridge the gap between academia and the demand of industry.
- 2.To expose students in various co- curricular activities to convert them into skilled professionals.
- 3.To grind very enthusiastic engineering and management student to transform him into hard working, committed, having zeal to excel, keeping the values of devotion, concern and honesty.
- 4.To involve the students in extracurricular activities to make them responsible citizens.

### **1. Introduction**

The Student Grievance Handling Policy of Ambalika Institute of Management and Technology is established to provide a fair, transparent and effective mechanism for students to address their grievances and concerns. This policy aims to ensure that all students have a platform to voice their grievances, seek resolution and maintain a positive and supportive college environment.

### **2. Scope**

2.1. Applicability: This policy applies to all students enrolled at Ambalika Institute of Management and Technology.

2.2. Types of Grievances: This policy covers grievances related to academic matters, administrative issues, campus facilities, faculty-student relationships, discrimination, harassment, or any other concerns impacting the student's experience within the college.

### **3. Definitions**

3.1. Grievance: A student's complaint or concern regarding any aspect of college life, including academic matters, administrative issues, facilities, and interactions with faculty and staff.

3.2. Grievant: A student who submits a formal complaint or grievance.

3.3. Grievance Committee: A designated committee responsible for receiving, reviewing and resolving student grievances in a fair and impartial manner.

#### **4. Grievance Submission Process**

4.1. Filing a Grievance: Students shall submit their grievances in writing, using the specified grievance form or format provided by the college. The grievance should clearly state the issue, relevant details, supporting documents (if any) and the desired resolution.

4.2. Grievance Submission Channels: The College shall establish multiple grievance submission channels, including physical submission at designated offices, online submission through a dedicated portal, or email submission. The college shall ensure that these channels are easily accessible to all students.

4.3. Timeliness: Students are encouraged to submit their grievances promptly after the occurrence of the incident or concern, ensuring that it is within a reasonable timeframe to facilitate timely resolution.

4.4. Support and Guidance: The College shall provide necessary support and guidance to students throughout the grievance submission process, including assistance in completing the grievance form and understanding the steps involved.

#### **5. Grievance Handling Process**

5.1. Grievance Committee Formation: The College shall establish a Grievance Committee comprising impartial members, including faculty, administrative staff and student representatives. The committee shall be responsible for receiving, reviewing and resolving student grievances.

5.2. Grievance Review and Investigation: The Grievance Committee shall review the grievance, conduct a thorough investigation and gather relevant information from all parties involved. This may involve interviewing the grievant, collecting supporting documents or evidence and seeking input from relevant college officials.

5.3. Confidentiality and Impartiality: The Grievance Committee shall handle all grievances with strict confidentiality, ensuring the privacy of the grievant and other individuals involved. The committee members shall act impartially and disclose any conflicts of interest that may compromise the integrity of the grievance handling process.

5.4. Timely Resolution: The Grievance Committee shall make reasonable efforts to resolve grievances promptly. However, the complexity and nature of the grievance may affect the duration of the investigation and resolution. The college shall communicate progress updates to the grievant at appropriate intervals.

5.5. Mediation and Resolution: The Grievance Committee may facilitate mediation between the parties involved to seek an amicable resolution. If mediation is not feasible or the parties do not reach a satisfactory resolution, the committee shall make a decision based on the findings of the investigation.

5.6. Decision and Communication: The Grievance Committee shall communicate the decision to the grievant in writing, providing a clear explanation of the decision and any actions to be taken. The decision shall be based on the facts, evidence and relevant college policies or regulations.

#### **6. Appeal Process**

6.1. Right to Appeal: The grievant shall have the right to appeal the decision of the Grievance Committee if they believe that due process was not followed or if they have new evidence relevant to the grievance.

6.2. Appeal Committee: The College shall establish an Appeal Committee separate from the Grievance Committee to review the appeal. The Appeal Committee shall comprise impartial members who were not involved in the initial investigation.

6.3. Appeal Procedure: The Appeal Committee shall review the appeal, consider the merits of the case and make a final decision. The decision of the Appeal Committee shall be binding and will conclude the grievance resolution process.

### **7. Non-Retaliation**

The college strictly prohibits any form of retaliation against grievant, witnesses, or individuals involved in the grievance process. Any acts of retaliation shall be treated as a separate violation, subject to appropriate disciplinary action.

### **8. Awareness and Training**

The college shall conduct regular awareness programs and training sessions to educate students about the grievance handling policy, procedures and their rights. These programs shall promote a culture of transparency, fairness, and respect within the college community.

### **9. Review and Updates**

The Student Grievance Handling Policy shall be reviewed periodically to ensure its effectiveness and compliance with changing laws, regulations and best practices. Any necessary updates or revisions to the policy shall be made in consultation with relevant stakeholders.

### **10. Conclusion**

The Student Grievance Handling Policy of Ambalika Institute of Management and Technology reflects our commitment to addressing student grievances promptly, fairly and transparently. By providing a structured grievance handling mechanism, we aim to maintain a supportive and inclusive environment that promotes student welfare and academic success.