

OFFLINE GRIEVANCE SUBMISSION

The various methods to submit grievances:

At numerous colleges and universities, especially those that are private sector educational institutions, students commonly voice a range of complaints. These problems include a lack of facilities, physical infrastructure, study resources, and venues where they can display their creative, cultural, and athletic talents. The establishment of the grievance redressal committees is just one of the steps Saintgits has done to investigate these problems and swiftly find solutions. These are only a few of them:

- a) **Establishing class committees.** The class committees are made up of student representatives from each class (both genders), the concerned class teacher and mentor. They meet to listen to the students' complaints and suggestions for improvement. The minutes are written down and forwarded to the Principal via the HOD. Such complaints will be addressed and solutions found if they fall within the purview of the principal. Other complaints are forwarded to the management. Each department maintains a class committee record book to note down the minutes of meetings held. The minutes mention the problems raised and solutions made in the meeting.

Exam related grievances: In case of exam related grievances, students are first advised to inform the subject teacher followed by the class teacher. If no resolution is found, the matter may be taken up to the HOD and in turn to the exam cell coordinator.

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- b) Students are free to submit their complaints to the class teacher, Head of the Department/Academic coordinator, Principal via mail, letter, or in person. Complaints maybe taken up directly by the Grievance Redressal committee or maybe forwarded to them for resolution.
- c) The Grievance Redressal Committee maybe contacted with any complaints regarding the hostel's amenities and the college transportation. The same applies to complaints of any kind, which will be investigated and addressed either at the departmental level or at the principal's level.



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