



Institution's Grievance Redressal Mechanism/Policy

The institution has a strong student grievance redressal mechanism for recording both registered and unregistered complaints of students. The grievance redressal committee/ cell constituted as per regulations take prompt action for all reported grievances. The mechanism desires to promote and maintain a conducive and unprejudiced educational environment. The class teachers and Head of the Departments are informally and formally interact with students at regular intervals on various grievances and sort out them. The grievances also can be sent directly to Principal's office via email or in person. The grievance redressal portal is also available in the college website www.macfast.org for all online submission of grievances. The members of grievance redressal committee constantly monitor the portal on sorting out the submitted grievances. All the received grievances were sorted within a maximum period 3 to 5 days. A suggestion box is also kept outside the Principal's office to receive student's recommendations /suggestions on various academic / non-academic or any other matters of relevance. The students can raise their grievances in the meeting of the student council also. The practice of the college is to settle the grievances as and when it is reported. Student representation is strictly ensured in all committee meeting.

Objectives of Student Grievance Redressal Mechanism

- i. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled or for any other academic or non- academic matters of relevance.
- ii. To make officials of the College responsive, accountable and courteous in dealing with the students.
- iii. To ensure effective solution to the students grievances with an unbiased and fair approach.

The Committee enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. The grievance committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to give the right to be heard and right to be treated without bias and prejudice. All cases of grievances were addressed immediately and prompt action was taken by sorting out the matter. In all cases the aggrieved student was informed of the measures taken and ensured there was no repetition of the same.

Functions

- Redressal of Students Grievances to solve their academic and non-academic problems.
- To co-ordinate between students and Departments to redress the grievances.
- To guide ways and means to the students by which their problems are redressed.

