



# **Grievance Redressal Mechanism**

# SIES College of Management Studies

## Grievance Redressal Mechanism

The grievance redressal mechanism at SIESCOMS addresses the following two category of grievances:

- **Infrastructure related grievances** - These include grievances pertaining to infrastructural facilities like classrooms, Air-conditioning, Lighting, cleanliness & hygiene, Recreational facilities, Toilets, Computer labs, Internet facility, Library, Canteen and Teaching-learning aids like Projectors, White board, Sound system, etc.
- **Academics related grievances** - These grievances pertain to the teaching learning process that includes faculty, pedagogy, coverage, syllabus, extracurricular interventions, etc.

The overall contact as well as escalation points for each category of grievances is fairly well defined and communicated to the students formally at the time of their induction.

The contact and escalation points for the Infrastructure related grievances is as follows:

Level	Prime Escalation Points
1	Class Representative (CR)
2	Program Chairperson / Dean – Student Relations /Functional Dean (for 2 <sup>nd</sup> year)
3	Registrar/Dean (Administration) / Deputy Director
4	Director

Similarly, the contact and escalation points for the Academics related grievances is as follows:

Level	Prime Escalation Points
1	Class Representative (CR)
2	Program Chairperson / Dean – Student Relations /Functional Dean (for 2 <sup>nd</sup> year)
3	Deputy Director
4	Director

**Process:**

1. In both the above cases, the student will first take up the matter with Class Representative unless the matter is confidential in nature. The Class Representative is elected by the students themselves and is guided to represent the cases of the students.
2. The Class Representative or the student as the case may be, will take up the matter with the Chairperson (for first year) and concerned Functional Dean (for the second year) for either of the infrastructure or academic issues as these are the persons designated by the institute as the first point of redressal.
3. The Chairperson or the Dean, as the case may be, is required to take up the matter for the purpose of redressal by contacting different decision making authorities at the institute. The Chairperson / Dean is expected to keep the student informed about the development in the matter.
4. However, if the matter is not sorted out to the satisfaction of the student or no decision is taken within a reasonable period, the student has right to take up the matter with the Registrar / Dean-Administration for the infrastructure issues and Dean-Academic for the academic matters. These authorities are vested with sufficient authority to take the decisions, if necessary, in consultation with the Director
5. However, as a last resort, the student can approach the Director which is the last leg for any complaints redressal mechanism at the institute level.
6. However, in case the matter is grave and likely to be of serious nature / consequence, the student can directly approach the Director by overstepping all other escalation points.

**Notes:**

- a. For any examination related grievances, the student should get in touch with examination implementation committee chaired by Dean-Administration.
- b. For any placement related grievance, the students should get in touch with the placement committee chaired by Dean-Administration.