

The Grievance Redressal Cell of RCCIIT is functioning with regard to AICTE guidelines of grievance redressal mechanism to properly address student grievances received directly through the designated drop box or window in the institute website (<https://grievance.rcciit.org/>) or forwarded by any authority.

Objectives:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable system to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institute and maintain a harmonious and transparent academic ambience. The Cell aims to:

- Uphold the dignity of the institute by ensuring a strife free atmosphere in the College by promoting cordial student-student /student-teacher/ student-staff relationship and encourage the students to express their grievances / problems on academic/non-academic matter freely and frankly, without any fear of being victimized.
- Advice students to respect the right and dignity of one another, have respect towards the system and institutional rules and policies and show utmost restraint and patience whenever any conflict arises.
- Advice students to refrain from inciting students against other students, teachers and institute administration.
- Advice all staff to be affectionate to the students and not behave in a vindictive manner or display highhandedness towards any of them for any reason.

Functions:

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Grievance Redressal Cell shall consider only individual grievances of specific nature of students and staff. The Cell will primarily look into the grievances lodged or forwarded and judge its merit. The Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the mentor or HoD of his/her department in person, or the members/ Convener of the Grievance Redressal Cell or Registrar. In case the person is unwilling to appear in self, grievances may be dropped in the drop box of the Grievance Redressal Cell physically or submit online through the designated window in the portal.

Standard Operating Procedures (SOPs):

- Any student or parents who wants to initiate a grievance may in the first instance bring the issue to the notice of the mentor and if not solved at mentors level, then to the Head of the respective Department, who will try to resolve it within 7 working days of the receipt of the grievance.
- If, there is no response within the stipulated time from the respective department or if the aggrieved party is dissatisfied with response/resolution to his/her grievance, then he/she is free to represent his/her grievance to the Grievance Redressal Cell. If, the grievance is against the respective Head of the Department, then the aggrieved party may directly submit his/her grievance in the portal or in writing to the drop box or submit in person to the Convener of the Grievance Redressal Cell or Registrar. The HOD may also forward any grievance to the Grievance Redressal Cell if it can't be solved at HOD level.
- Grievance Redressal Cell enquires the concerned individual or functional/academic department against whom grievance is raised, coordinates or mediates between both the aggrieved and the defendant and ensures redressal within the stipulated time. Depending upon the seriousness of grievance, the Grievance Redressal Cell follows it up regularly till the final disposal.
- Grievance Redressal Cell makes a thorough review of the redressal process. In case the committee feels satisfied with the solution provided by the concerned department/individual, then it will intimate the same to the aggrieved party. Once the aggrieved party indicates acceptance of the resolution at this level, then the matter will be deemed closed.

Call for hearing, investigation and communicating the decision:

1. If the Grievance Redressal Cell is not satisfied with the solution provided by the respective department/individual, or upon the aggrieved party's written request, the Cell fixes a date for hearing.
2. If a resolution is not achieved through hearing, then the Cell takes necessary steps to conduct an investigation (fair and impartial) of the facts leading to the grievance, to reach a conclusion on the merits of the grievance application.
3. After the hearing or investigation, the Grievance Redressal Cell uses its best efforts to work out a amicable solution of the issues by directing the concerned department/individual against whom the grievance is raised Upon completion of proceedings, the Grievance Redressal Cell communicates the final decision to both parties, which is binding on both the parties.

4. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Closure of complaint:

The complaint is considered as disposed off and closed when:

- a. the aggrieved party has indicated the acceptance of the resolution;
- b. the aggrieved party has not responded within four weeks from the date of receipt of information on resolution