

Student Grievance Redressal Policy

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Globsyn Business School

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Student Grievance Redressal Policy

Keeping student welfare as our highest priority and to fulfill obligations as prescribed by AICTE (AICTE Regulation No. 37-3/Legal/2012), the institute hereby declares the Student Grievances Redressal policy. Globsyn Business School will form a committee to address students' grievance issues. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

1. Objective

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

2. Scope:

The Committee deals with Grievances received in writing from the students about any matters including Academic, Finance, etc

3. Functions and procedure of filing of a complaint:

The complaints are attended promptly on receipt of grievances from the students. Any student (former or present) shall have the right to file a complaint or application to the Committee to redress his or her grievance. Student must file an application along with necessary documents, if any, to the Office of the Registrar, Globsyn Business School. Student may file a complaint through e-mail to the Registrar also. After the receipt of the application from the applicant, the office of the Registrar shall fix the date, time and venue of the meeting after having a discussion with the members.

4. Composition and tenure of the Committee:

The committee shall comprise of a Chairperson and three Members representing various departments of the institute. Provided the committee shall have one representative of Registrar's Office as a member who is to be invited on the basis of nature of the complaint.

The members of the committee shall be appointed by the Principal of the institute. The Principal shall be the final authority in the matters of composition and tenure of the Committee. The Principal shall also appoint an Ombudsman to hear and decide appeals against the recommendations of the Committee.

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