



## **Student Grievance Policy and Procedures**

### **Purpose**

The purpose of the Student Grievance Policy is to provide equitable and orderly processes to resolve grievances by students against any employee of the Shoolini University. However, this policy does not include issues related to student's discipline, Academics like examination, absence from classes, etc.

### **Definitions**

Grievance -- formal difference or dispute between a student and an employee about the interpretation and/or application of the Shoolini University non-academic policies and procedures, or provision of services, by members of the faculty or staff, that affects the student. A grievance may be based on one of the following claims: failure to provide services, arbitrary and/or capricious actions by an employee or administrative office; policy or procedure applied unfairly and/or in a different manner than it is applied to others; administrative error in the application of the policy or procedure.

**Relevant Administrator**– Dean Students Welfare (DSW) and/ or respective Dean of Faculty will be the contact points for the student who will be responsible to provide requisite service in relation to grievance. The locus of grievance is with the unit where the service is delivered. Questions about the appropriate locus are resolved DSW and/or Dean.

### **Statements**

A grievance differs from an appeal of an academic decision, as it deals with service issues and not the actual outcomes of course work. A student may file a grievance in the cases

of an unresolved difference or dispute between themselves and the University (office or individual) related to services rendered or non-academic decisions. The policy covers matters outside the scope of other policies given from time to time by regulators/Shoolini University.

Complaints about sexual harassment and discrimination based upon protected class are addressed via the *Discrimination Complaint Procedure* (University Grant Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015); complaints about services related to disabilities are addressed through *Rights of Students with Disabilities Policy* (The Rights of Persons with Disabilities Act, 2016), complaints about student behavior are addressed through the *Student Conduct Policy and Procedures* and student academic appeals including grading are addressed through *Academic Regulations (First Ordinance)*.

### **Informal Resolution**

The student is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant individual, administrator or office. An attempt at informal resolution should begin no more than 10 working days after the service or decision is rendered.

### **Formal Grievance**

If the student is unsatisfied with the response, the student may make a formal, written grievance to the relevant administrator.

Any formal grievance must be submitted by the student within 20 working days after the service or decision is rendered. The student must state the nature of the grievance and the remedy s/he is seeking and describe any previous attempts to resolve the issue grievance.

The administrator reviews the situation and should provide a written response, including appeal information within 15 days of receiving the complaint, copying the primary mentor/academic advisor. Students will be informed if extenuating circumstances require additional time.

## **Appeal of Formal Grievance Decision**

If the student is unsatisfied with the formal grievance decision, the student may appeal in writing to the Vice Chancellor/ Pro Vice Chancellor through Dean Academic Affairs/Dean Student Welfare.

Any appeal must be submitted within 20 business days of the transmission of the the formal grievance decision. The student must state the nature of the justification for the appeal.

The Vice Chancellor in consultation with Pro Vice Chancellor or through a high Powered committee may look into the grievance and should provide a written response within 15 days of receiving the appeal and his decision will be final.