

**Mahatma Jyotiba Fule Commerce, Science and Vitthalrao Raut Art's
College, Bhatkuli, Dist. Amravati**

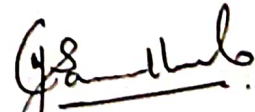
Student Grievance Cell

All the complaints/grievance, other than related to the Ragging and Girls Protection, is address by student grievance cell. The grievance redressal cell of the college is constituted to probe into the student grievances. The Cell is responsible for maintenance of a conducive and unprejudiced educational environment. Complaints of students and parents are redressed with most priority.

Grievance Handling Mechanism:

- Student aggrieved can send their grievance through suggestion boxes or through personal contact with the Grievance Cell.
- The suggestion box is opened once in a week. If the complaint is received in suggestion box, immediate meeting of the committee members will be called on next working day. Otherwise, members are instructed to meet at least once in a semester.
- All complaints are collected, analyzed, scrutinized and handled by the Grievance Cell.
- The Grievance Cell shall resolve the grievance within period of fifteen days of receiving the complaint.
- After receiving the complaint, the concerned parties are called and given equal opportunities to put their point of views. This process makes it more transparent and unbiased.
- The Grievance Cell shall provide a copy of the action taken to the aggrieved person(s).

Depending on the seriousness of the problem, the issues are settled by the grievance cell or by the Principal in consultation with parents or faculty, as the case may be. The effective complaint management mechanism improves better stakeholder relationship and contentment.



Principal
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Mahatma Jyotiba Fule Commerce
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