



Student Grievance Redressal Policy

Universal Engineering College

January 2011





1. Objective

The objective of the Student Grievance Redressal Policy is to provide a mechanism for students of Universal Engineering College to voice their grievances and seek resolution through a fair and transparent process. The policy ensures compliance with the APJ Abdul Kalam Technological University (KTU) guidelines.

2. Scope

This policy applies to all students enrolled in Universal Engineering College and covers grievances related to:

- Academic matters, such as assessments, attendance, exam-related concerns.
- Financial matters, including issues related to scholarships and fees.
- Infrastructure issues affecting the student's academic experience.
- Harassment or unfair treatment by faculty, staff, or other students.

3. Grievance Redressal Committee (GRC)

In accordance with the KTU statute, the college will establish a Grievance Redressal Committee (GRC) annually to address student grievances. The committee shall consist of:

- Chairperson: Principal of the college.
- Faculty Member: Senior faculty nominated by the Principal.
- Student Representative: Elected from among the student community.
- Administrative Officer: Secretary of the committee, responsible for documentation and correspondence.

4. Procedure for Filing Grievance

1. Submission of Grievance

A student may submit a written grievance to the Secretary of the Grievance Redressal Committee within 15 days of the incident. The grievance can also be submitted through the college's online portal.

2. Acknowledgment

The GRC will acknowledge receipt of the grievance within 7 days and begin the review process.

3. Meeting and Investigation

The GRC will hold a meeting within 10 working days of receiving the grievance. The student will be called to present their case, and relevant documents will be reviewed. The concerned department/faculty/staff may also be called to provide their input.





4. Decision

After reviewing the grievance and all related material, the GRC will deliver its decision in writing within 30 days of receiving the grievance.

5. Appeals

If the student is dissatisfied with the resolution provided by the GRC, they may file an appeal to the University Grievance Redressal Committee (UGRC) at APJ Abdul Kalam Technological University within 15 days of receiving the GRC's decision.

The UGRC will review the appeal and provide a final decision.

6. Confidentiality

All grievance-related proceedings will be kept confidential to protect the privacy and dignity of the complainant and all involved parties.

7. Timeframe

The entire grievance redressal process should be completed within 45 days from the submission of the grievance. If any delay occurs, the student will be informed of the reason for the delay.

8. Compliance with KTU Statutes

This policy is in full compliance with the APJ Abdul Kalam Technological University (KTU) Student Grievance Redressal Statute. Any changes to the university's grievance redressal mechanism will be reflected in this policy as needed.

