



## SRINIVAS UNIVERSITY

### GRIEVANCE REDRESSAL COMMITTEE 2018-19

The Vice-Chancellor shall constitute a Grievance Redressal Cell comprising of:

- (1) Nominee of Vice-Chancellor – Member-Secretary; **Dr. Ajay K. J.**
- (2) ONE Dean of Faculty nominated by the Vice-Chancellor – **Prof. Shailashree**, Dean (In-Charge), College of Business Management & Commerce.
- (3) Concerned Departmental Chairperson – **Invitee**;
- (4) Registrar – **Chairperson**; and
- (5) TWO Teachers nominated by the Vice-Chancellor of whom at least one shall be a woman.
  - (a) **Dr. Ramakrishna Hegde**, HOD, Civil Department, College of Engineering & Technology
  - (b) **Dr. Jayashree**, Dean, College of Education

The Grievance Redressal Cell shall inquire, resolve wherever possible and report their findings and recommendations, if any, to the Vice-Chancellor. The Vice-Chancellor if required or if directed by the Chancellor may present the report in the meeting of Board of Governors. The decision of the Board of Governors in such matters shall be final and binding.

Name of the Complainant	Complaint against	Date of complaint	Action taken by the University
<b>NIL</b>			

**Goal:** The Grievance Appeal Committee shall be responsible for collective agreement dealing with grievances.

**Activities:** SRINIVAS UNIVERSITY is committed to providing a harmonious, fair and just learning environment by ensuring that students and staff have access to processes that allow for appeals, complaints and grievances to be resolved. Student and staff grievance resolution processes seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs to go to a higher authority for resolution. The University's approach to student grievance resolution emphasizes:

Fairness and impartiality

The handling of grievances informally where possible

The principles of natural justice and procedural fairness

Effective, reciprocal communication and feedback