



### 3. Mechanisms for submission of online/offline students' grievances

Students and Staff have access to processes that allow for appeals, complaints and grievances that are to be resolved. Student and staff grievance resolution process seeks to facilitate their formal resolution of grievances as close as possible to the source of the aggrieved person's 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 institute has the following mechanism to analyse the grievances:**

1. Suggestion boxes are placed on all corridors in the Institute to lodge the feedback/complaint/suggestion of all stakeholders.
2. The committee should hold a meeting once in a semester to address the grievances raised by staff and students.
3. The coordinator compiles the complaints received from the students and submit to the committee. The Grievance Redressal Cell's responsibility is to ensure that all concerned parties involved are fairly represented.
4. The investigator will thoroughly take notes of all interviews with the offended member and key witnesses during the process of investigation.
6. The committee's discussions and proceedings will be maintained confidentially in any circumstances.
7. After investigation upon grievances received, the committee members prepare a report and forward to Principal for further action.
8. Thereafter, the principal on reviewing and understanding the level of the problem forwards the same to the management committee for necessary action & resolve the grievance within a week of time.



  
PRINCIPAL  
SPACES DEGREE COLLEGE,  
PAYAKARAOPETA



# SPACES DEGREE COLLEGE

(Affiliated to Andhra University)

( Under the Management of SRI PRAKASH EDUCATIONAL SOCIETY )

## SPACES DEGREE COLLEGE, PAYAKARAOPETA

### STUDENT GRIEVANCE FORM

STUDENT NAME :

BRANCH :

YEAR OF STUDY :

GENDER :  MALE  FEMALE

GRIEVANCE CATEGORY:  EXAMINATION  INFRASTRUCTURE  GENERAL FACILITIES

HOSTEL  LIBRARY  SPORTS  SANITARY  ADMISSION

SEXUAL HARASSMENT  TEACHING LEARNING  ANY OTHER

GRIEVANCE DESCRIPTION (NOT EXCEED 100 WORDS):

Dt:

SIGNATURE OF THE STUDENT



  
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