



Lady Irwin College
University of Delhi
Sikandra Road
New Delhi-110001

Student Grievances Redressal Policy

Preamble

The Lady Irwin College has committed itself to offering a secure, equitable, and peaceful working and learning environment. In compliance with the University Grants Commission (Redress of Grievances of Students) Regulations 2019, Lady Irwin College established a Grievance Redressal Committee to handle daily grievances pertaining to students.

The Grievance Redressal Committee promotes the fair and impartial handling of complaints by working with the relevant Dept./Office (dealing with the substantive function related to the complaint) while maintaining the requisite confidentiality. While resolving the complaints, it is guided by the natural justice principles. Only official complaints will be considered by the committee. A student with a complaint may speak with a member of the Grievance Redressal Committee in person. If the individual is unwilling to speak in person she may file her complaint online.

Objectives

1. To provide a fair, impartial, and consistent procedure for resolving each of the issues the students experience.
2. To protect the institute's integrity by encouraging friendly student-student and student-teacher relationships.
3. To foster in pupils a sense of accountability and responsiveness, preserving the institute's peaceful environment.
4. To assure that complaints are handled swiftly, impartially, sensitively, and in strict confidence.

Operational Definition of Grievance:

A “Grievance/Complaint” can be defined as any communication that conveys dissatisfaction about an action or lack of action, about services/deficiency of services in an institute and the complainant asks for remedial action. Grievances pertaining to admission, attendance, discipline matters, student conduct, fee related matter, evaluation process, observation of

norms and standards, violation of rules, discrimination, harassment and other academic and non-academic issues

Composition of Students Grievance Redressal Committee

1. Two staff advisors to students association
2. Hostel warden
3. SC/ST Nodal officer

Standard Operating Procedures

1. A distressed student/ parents/ guardians need to register their complaint at college website. Link for Grievance Redressal of Lady Irwin college is <https://ladyirwin.edu.in/student-grievance/>
2. They may submit a hard copy of grievance to Members of the committee/ Director's office. Every student has been assigned a mentor also.
3. The respective Student Grievances Redressal Committee (<https://ladyirwin.edu.in/college-committees/#1619597366374-cdad4d3a-8215>) shall fix a date to hear the complaint. The date would be informed to the Head of the Institute and the complainant.
4. The hearing would be in physical mode and the complainant should be present to explain her case. In case of an emergency, she/he could authorize a representative to present her case.
5. The date of filing of grievance and date of hearing would be within 14 working days.
6. The college shall provide all the necessary support to the distressed student to get the issue resolved.
7. In case of student is not satisfied with the outcome of the hearing, she/he may approach DU Students Grievance Redressal Committee (SGRC).
8. The college has an examination nodal officer and admission email for grievances related to admission and examinations.
9. Details of concerned person of DU-SGRC is given below.

The Grievance Redressal Committee at the University Level

SGRC for admissions: responsible for addressing grievances related to admissions.

- Prof. Pankaj Arora, Dean Students' Welfare - Chairperson
- Prof. Anil Aneja, Director, Centre of Disability Studies - Co-Chairperson
- Prof. Geeta Sahare, Joint Proctor
- Prof. Sanjeev Singh, Officiating Director, DUCC