



**Akhil Bharatiya Maratha Shikshan Parishad's Anantrao  
Pawar College of Engineering & Research**



**Record No.: ADM/D/036A  
Revision: 00**

**DoI: 02/01/2023**

**Internal Correspondence**

**Standard Operating Procedure (SOP) for Institute Level Student-Parent  
Grievance Redressal Committee**

**1. Objective:**

The objective of this SOP is to establish a structured process for the redressal of grievances raised by students or their parents regarding academic, administrative, or disciplinary matters, ensuring timely and effective resolution in accordance with institutional policies.

**2. Composition of the Committee:**

The Student-Parent Grievance Redressal Committee shall consist of:

- **Chairperson:** A senior faculty member or administrator.
- **Faculty Representatives:** From various academic departments.
- **Student Welfare Officer:** To represent student concerns.
- **Administrative Staff:** To handle procedural aspects.
- **External Member (optional):** If required, an external or independent representative to ensure impartiality.

**3. Grievance Submission Process:**

**Step 1: Mode of Submission**

- Grievances can be submitted by students or parents through:
  - **Online Grievance Portal:** If available, an online platform for submitting grievances.
  - **Written Submission:** A physical form or letter submitted to the grievance office.
  - **Email Submission:** Dedicated email for grievance submissions.

**Step 2: Information Required**

- The complainant must provide:
  - Name and contact details (email/phone) of the student/parent.
  - A clear description of the grievance, including relevant dates, events, and individuals involved.
  - Any supporting documents or evidence.





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- Grievances must be submitted within a specified period (e.g., within 30 days of the occurrence of the issue).

**Step 3: Acknowledgment**

- Upon receipt of the grievance, the committee will acknowledge the complaint within **2 working days**. An acknowledgment receipt will be issued with a unique grievance ID for tracking.

**4. Categorization of Grievances:**

The grievance will be categorized as follows:

- **Academic Grievances:** Issues related to examinations, grades, curriculum, attendance, etc.
- **Administrative Grievances:** Issues related to fees, facilities, or procedural delays.
- **Disciplinary Grievances:** Issues related to misconduct, harassment, or behavioral concerns.
- **Other Grievances:** General complaints not covered under the above categories.

**5. Initial Assessment and Review:**

**Step 1: Preliminary Review**

- The committee will conduct a preliminary review of the grievance within **3 working days** to determine its validity and ensure it falls within the committee's jurisdiction.
- If the grievance is outside the scope of the committee (e.g., related to sexual harassment), it will be forwarded to the relevant committee (e.g., Internal Complaints Committee).

**Step 2: Additional Information**

- If the grievance lacks sufficient information or clarity, the committee may request additional details from the complainant within **5 working days**.

**6. Investigation of Grievance:**

**Step 1: Formation of Investigation Team**





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- For valid grievances, the Chairperson will form an investigation team comprising members from relevant departments or administrative sections.

**Step 2: Data Collection**

- The investigation team will:
  - Gather all relevant documents, emails, and records.
  - Conduct interviews with the complainant, any respondents, and witnesses.
  - Review institutional policies or guidelines related to the grievance.

**Step 3: Completion of Investigation**

- The investigation should be completed within **7 working days** from the date of the formation of the investigation team.

**7. Resolution and Decision:**

**Step 1: Deliberation**

- After completing the investigation, the committee will deliberate on the findings and recommend a course of action.
- The resolution could involve:
  - Corrective actions (e.g., re-evaluation of marks, fee adjustments).
  - Disciplinary actions (if misconduct is involved).
  - Mediation or conflict resolution meetings (if interpersonal issues are involved).

**Step 2: Communication of Decision**

- The committee will communicate the resolution to the complainant within **15 working days** of the grievance submission.
- A formal letter or email will be sent to both the student/parent and any other parties involved, outlining the decision and any steps to be taken.

**8. Implementation of Resolution:**

- Once the decision is communicated, the institution will implement the resolution immediately.





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- The committee will follow up with the relevant departments to ensure compliance with the resolution.

**9. Appeal Process:**

- If the complainant is dissatisfied with the resolution, they may file an appeal within **5 working days** of receiving the decision.
- The appeal will be escalated to a higher authority (e.g., Principal, Director, or Governing Council).
- The decision of the higher authority will be **final** and communicated within **10 working days**.

**10. Confidentiality and Fairness:**

- The committee will ensure that all grievances are handled with the utmost confidentiality.
- The identity of the complainant, respondents, and witnesses will be protected throughout the process.
- The grievance will be handled impartially, ensuring that no bias or unfair treatment affects the outcome.

**11. Documentation and Record Keeping:**

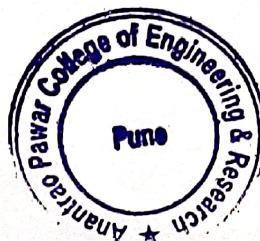
- All grievance-related documentation (complaints, investigations, resolutions) will be securely stored for future reference and audit purposes.
- Records will be maintained in compliance with institutional and legal data privacy regulations.

**12. Reporting and Review:**

**Step 1: Regular Reporting**

- The committee will submit regular reports to the institutional leadership, summarizing:
  - Number of grievances received, resolved, and pending.
  - Types of grievances and the actions taken.

**Step 2: Annual Review**





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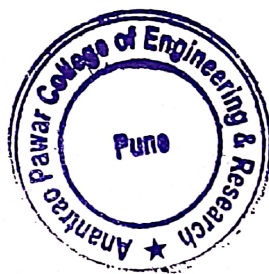
- The grievance redressal process will be reviewed annually, and any necessary improvements or updates will be implemented based on feedback and outcomes.


**13. Awareness and Communication:**

- Information about the grievance redressal mechanism will be made easily accessible to students and parents.
- Details will be available on the institutional website, through handbooks, and via notices or orientation programs.

**14. Handling Emergency Grievances:**

- In cases where grievances involve immediate threats or serious issues (e.g., harassment, violence), the committee will expedite the process.
- Interim protective measures may be put in place to ensure the safety and well-being of the complainant.



  
**Principal** 16/10/2023  
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