



Recognised & aided by Govt. of Maharashtra (India) Estd. : 1994
Affiliated to Panyashlok Ahilyadevi Holkar Solapur University, Solapur
Bhai Chhannusingh Chandele Smruti Kendra Sanchalit

BHAI CHHANNUSINGH CHANDELE COLLEGE OF SOCIAL WORK, SOLAPUR.

भाई छन्नुसिंह चंदेले समाजकार्य महाविद्यालय, सोलापूर.

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Outward No. : BCCMS/

Date :

MECHANISM AND POLICY FOR GRIEVANCE REDRESSAL OF STUDENTS

Grievance Redressal Committee has been formed at Bhai Chhannusingh Chandele College of Social Work.

Objectives of Grievance Redressal Committee:

1. Encouraging the Students to discuss their grievances or problems freely without any fear
2. Provide easy accessibility to students for Grievance redressal.
3. Takes necessary action to solve the issues, if required.
4. Committee should ensure speedy action and protection of the student.

Process to raise the grievances:

1. Students can contact to committee members directly.
2. Students can raise the Grievance by writing complaints.
3. Students can write mail to Grievance committee.
4. Students can raise the Grievance through phone or message to authorized person.
5. To maintain suggestion boxes in the Institute, where students can directly put the feedback /suggestion or grievances.

Process to solve the grievances by Grievance Redressal Committee :

Step 1: Complaint received: Grievance Redressal committee receiving the complaint through various modes of complaints mentioned above.

Step 2: Scrutiny of complaint: if any complaint received, is first verified for the genuineness of its origin.

Step 3: Action: Committee take action according to the situation to solve the issues mentioned in complaint.


Mr. S. B. Gaikwad

Principal
Acting Principal
Bhai Chhannusingh Chandele
College of Social Work, Solapur.

