

Regal Education Society's
Regal College Of Hotel Management & Tourism

(Affiliated to University of Mumbai)

A/P – Kondhe, Guhagar Road , Tal. Chiplun, Dist. Ratnagiri, 415628. Mob:8329104876

Email : regalcollegechiplun@gmail.com Website: www.regalcollege.in

Regal education society's Regal college of hotel management & tourism, Chiplun has constituted students grievance committee as per guideline laid by the UGC (University Grant Commission (Grievance redressal) regulations) The committee has been constituted within seven members to review the grievances of college students.

Preamble:

The goal of "The Students Grievances Committee" is to maintain a supportive, comprehensive learning educational environment. By explaining and persuading the grievance procedure in accordance with the college's rules and regulations, the committee allows a student to express their grievances. In a strictly confidential way, the Students Grievance Redressal Committee investigates and evaluates the nature and trend of the complaints. The notion of the "right to be heard and right to be treated without bias" has received emphasis on fairness.

Objectives:

1. To assist students who have been denied access to college services to which they are entitled.
2. To teach college staff members to be polite, responsible, and responsive when speaking with students.
3. To ensure that complaints from students are resolved effectively and fairly.

Functions:

1. Redress of Student Complaints to address academic administrative issues.
2. Coordinating the resolution of the complaint between the department and the students.
3. Providing the Students with direction on how to solve their issues.



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Mechanism:

- The college has a proper code of conduct devised to prevent the cases related to sexual harassment and ragging
- The office receives the complaints, if any, from the students
- They are directed to the principal
- There are various committees to deal with specific types of complaints. E.g. Anti-ragging Committee
- The specific committee hold a meeting and discusses the problem
- The complainant is summoned along with the parent, if required.
- Then, after deliberation, either the papers are sent to the university (in case of complaints in the jurisdiction of the university), or the complaint is dealt with according to the statutory requirement. Fortunately, the college has received zero complaints about sexual harassment or ragging in the last 5 years.

The complaints made by the student are addressed by this committee. Anyone with a general complaint is welcome to speak with the principal and other SGRC members. If the student refuses to appear in person, a written grievance may be placed in the administration building's Complaint Box.

Students are urged to remember that filing a complaint is significant; therefore they must exercise this authority responsibly. At the same time, the college guarantees students that their identities won't be revealed to anyone and that any complaints would be handled in confidence. The complaint management mechanism is carried out in two levels in this college:

1. The mentor and department head, a credentialed teacher, handles grievances at the departmental level.
2. Departmental level issues that cannot be handled are forwarded to the college's SGRC. The student can then take their issues to the institution's SGRC

Issues are resolved by the committee, guided by Ho. Principal, in conjunction with management, parents, and faculty, depending on the nature of the complaint. The Management, HOD, Class



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Teachers, Various Staff Coordinators, and Students' Grievance Redressal Committee shall work together to handle concerns quickly and fairly.

Steps to Follow When Logging Complaints:

1. The student may compose their complaint and place it in the complaint box using the template provided (found in Office).
2. Please refer to UGC Notifications as UGC Regulations, 2012 for more information.
3. The parents of the students should be taken into confidence before taking any action
4. The rules and regulations should be followed in case of action to be taken



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