

Grievance Redressal Mechanism

Saltora Netaji Centenary College, Saltora, Bankura, W.B.

Grievance Redressal Mechanism is an integral part of any institution for the smooth functioning of its administration. A constructive, safe & secure environment can be created only if the grievances received from the stakeholders of an institution are redressed fast with utmost importance and through a proper channel. Through it, an institution can become accountable, responsive and accessible. The grievance redressal mechanism of Saltora Netaji Centenary College is prompt and efficient. We currently have both online and offline grievance redressal mechanism in place.

Online Mode:

An online application form is available in the website (link: <http://www.saltoranccollege.org/submit-your-grievance>) for online grievance redressal mechanism. The composition of the Grievance Redressal Committee with the member's name contact information are given there. The directory to the form is as follows: *Home> grievance> Submit your grievance.*

Offline Mode:

- A Complaint Box is kept in the academic building. The grievances of the students are resolved through the following mechanism:
- Interaction among the teachers and the students of the concerned departments.
- Discussion with the Secretary of the Teachers' Council and Convenor of the Grievance Redressal Cell.
- Discussion with the representatives of the students' Council and alumni members, if necessary.
- Students may directly submit their grievances to the Principal who takes immediate action to resolve the issue after discussing it with the concerned stakeholders.
- Through the Parents-Teacher meeting.
- Grievances are also addressed through the mentor-mentee system.