

Mechanism of Grievance Redressal

SAMS has a Grievance Redressal Cell to resolve any grievance as and when they arise, but in the last five years no grievances has been reported.

Stage 1: If there is any grievance in any class, the same will be redressed by the class teacher in class room itself by counseling the student.

Stage 2: If it is not possible to redress the grievance at the class room level by the class teacher, it will be forwarded to concerned department head. Then the departmental head will discuss the issue with the class teacher and the student to resolve the grievance.

Stage3: If the grievance is not possible to be redressed in the above two stages then it will be forwarded to the Principal of the college. The Principal along with the members of the Grievance Redressal Cell will take necessary corrective action.