



THE MOGAVEERA VYAVASTHAPAKA MANDALI – MUMBAI

# MVM Educational Campus

*Creating Quality...Delivering Excellence*

**M V Mandali's Colleges of Commerce & Science**

**NAAC ACCREDITED**

Affiliated to University of Mumbai

Permanently Unaided Linguistic Minority Institution

MVM Educational Campus Marg, Off Veera Desai Road, Andheri (West), Mumbai - 400 058

# Student Grievance Redressal Policy



## 1. Introduction

M V Mandali's Colleges of Commerce & Science is committed to providing a safe, fair, and supportive environment for all students. This policy outlines the procedures for addressing grievances raised by students related to academic, administrative, financial, and personal issues.

## 2. Objectives

- a) To provide a transparent and fair process for redressal of student grievances.
- b) To ensure timely resolution of grievances.
- c) To maintain a harmonious educational environment.

## 3. Scope

This policy applies to grievances related to:

- Academic issues (e.g., classroom teaching, attendance, syllabus completion)
- Administrative issues (e.g., library, transport)
- Financial issues (e.g., fees, scholarships)
- Infrastructure issues (e.g., classroom facilities, internet connectivity)
- Personal issues (e.g., harassment, discrimination)
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M V Mandali's Colleges of Commerce & Science is dedicated to addressing student grievances through a structured and transparent mechanism. Students can submit grievances via email, physical drop boxes placed strategically on campus, or direct reporting to the Grievance Redressal Committee (GRC) during designated hours. Upon receipt of a grievance, an acknowledgement will be sent to the student, followed by a preliminary review by the Secretary to categorize and prioritize the issue. The Committee will conduct a detailed investigation within 7-10 working days and may hold hearings if necessary.


A resolution will be determined and communicated in writing to the student within 3 working days post-decision. If unsatisfied, students can escalate the grievance to higher authorities such as the Principal or Management, and if unresolved, to external bodies like the University Grievance Redressal Committee. All grievances will be handled with utmost confidentiality. Detailed records of grievances, actions taken, and resolutions provided will be maintained, with periodic reports prepared for review and policy improvement by the college administration.

### Approval and Amendment

This policy is approved by the college administration and will be reviewed periodically. Amendments to the policy will be made as necessary to address emerging needs and challenges.

By implementing this policy, M V Mandali's Colleges of Commerce & Science aims to create a responsive and responsible environment, ensuring that student grievances are addressed in a fair and timely manner.



  
Principal



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