



SANT HARI DASS COLLEGE OF HIGHER EDUCATION

BANI CAMP, NAJAFGARH, NEW DELHI

PROCEDURE FOR REDRESSAL OF GRIEVANCES

1. Any aggrieved student/parent/guardian/staff member may make an application seeking redressal of grievance in writing to the Chairman of Grievance (Redressal) Committee.
2. The Grievance (Redressal) Committee shall be guided by the principles of natural justice while hearing the grievance.
3. On receipt of an application, the Grievance (Redressal) Committee shall fix a date for hearing the complaint which shall be communicated to the concerned person within 15 days from receipt of the application.
4. The Committee members, after verifying the facts, will try to redress the grievance within a reasonable time, preferably within a month of the receipt of application.
5. In case of any false or frivolous complaint, the Committee may take appropriate action against the complainant.
