

Student Grievance Redressal Policy

With a view to maintain harmonious and smooth relations amongst all the stake holders i.e. Faculty, student and staff, School of Management Sciences Lucknow has instituted certain systems and committees to address student Grievances pertaining to: sexual harassment (all genders), victimization(all genders), indiscipline, verbal or non verbal violence, or any other academic or non- academic issues falling within the purview of administrative duties and responsibilities of School of Management Sciences Lucknow.

Objectives of Grievance Redressal Committee

The main aim of the Grievance Redressal Committee is to provide timely response to any type of grievance of the student, while maintaining accountability of all parties concerned for the well being of the student body at SMS Lucknow, the specific objectives of Student Grievance Redressal can be outlined as:

- Maintaining a harmonious relation amongst the students- (Friendly interaction between seniors and juniors as well as fellow students)
- Maintaining a healthy as well and friendly relationship between teachers and students
- Creating an environment where grievances can be brought to notice of relevant authorities without fear of victimization
- Prevention of discrimination based on caste, class, religion or community
- Prevention of deliberate spread of any unhealthy ideas, practices or action
- Taking stern action against any kind of ragging practices for which Anti Ragging Committee is in place
- Any other issue falling within the purview of administrative responsibilities of SMS Lucknow

Procedure for Redressal of Grievance

The aggrieved student has to submit his /her complaint to the concerned committee:

- Grievance Redressal
- Women Anti Harrasment
- Proctorial Board
- Hostel Grievance
- Anti Ragging

Upon Receipt of complaint the concerned committee will convene a meeting and accord an impartial hearing to all the parties concerned in the matter brought to light.

After going through with all the deliberations, the respective committee would submit a Report of its findings, and suggest the course of action to be taken.

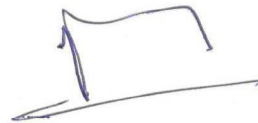
The suggestions would then be forwarded to the Apex authority, the Director of the institute, for acceptance/ rejection/modification of the suggestions made in the Report of the respective

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committee culminating in suitable action against the person/people involved in that particular case.

Alternatively the aggrieved person- Student, parent ,teaching staff , non-teaching member or any other person may submit his/her complaint off-line in writing to the chair person /coordinator of the Grievance Committee or submit it on-line on the Grievance Portal. The grievance Committee must submit a report of resolving the complaint with-in three working days

Online Portal# smslucknow.edugrievance.com

A handwritten signature in blue ink, consisting of a stylized, somewhat abstract shape with a horizontal line at the bottom and a vertical line on the left side.

**Director
School of Management Sciences
Lucknow**