



**PRIST**  
DEEMED TO BE  
**UNIVERSITY**  
NAAC ACCREDITED  
THANJAVUR- 613 403 - TAMIL NADU

## **Students Grievance Policy**

### **Introduction**

Ponnaiyah Ramajayam Institute of Science & Technology (PRIST), Deemed to be University is an academic community committed to fostering intellectual inquiry in a climate of academic freedom and integrity. Its members are expected to uphold these principles and to exhibit tolerance and respect for others. Accordingly, the PRIST condemns all forms of misconduct and works strenuously to assure that its students are accorded tolerance, dignity and respect. Any student of this university who believes that he or she is a victim of misconduct may make use of the mediation and grievance procedures developed by the University.

The University Procedure for Student Grievances governs cases in which a student has a complaint against any non-academic or academic matter

In the text of this policy document "complaint" is used in the most general sense to cover all the types of issues requiring mediation and/or resolution that are addressed herein. Complaints as specific actions brought by a student are distinguished procedurally by "informal complaint" or "informal resolution" on the one hand and "grievance" or "formal grievance" on the other.

Students seeking clarification about the procedures described herein should contact the Office of Dean (Student Affairs).

### **Complaints Concerning Non-Academic Matters**

PRIST does not discriminate against or permit harassment of Students on the basis of race, colour, gender, religion, creed, national origin, age, alienage and citizenship, disability are any other legally protected status.

*Student complaints against discrimination and harassment shall be lodged to the office of Dean (Students Affairs).*

*Student complaints against sexual harassment shall be lodged to the Gender Sensitization Committee Against Sexual Harassment (GSCASH).*

*Students complaints against ragging shall be lodged to the Anti Ragging Committee.*

*Student complaints against misconduct, dishonesty and malpractice in research shall be lodged to the Research Scholars Grievance Redressal Committee.*



## **Complaints Concerning Academic Matters**

Ponnaiyah Ramajayam Institute of Science & Technology (PRIST), Deemed to be University states that "Academic freedom implies that all officers of instruction are entitled to freedom in the classroom in discussing their subjects; that they are entitled to freedom in research and in the publication of its results; and that they may not be penalized by the University for expressions of opinion or associations in their private or civic capacity; but they should bear in mind the special obligations arising from their position in the academic community."

These procedures, in other words, treat academic matters pertaining to the individual student rather than those pertaining to the nature or quality of elements of a course, such as its content, method of instruction, instruction, assignments, etc.

Types of complaints that may be addressed by the University Procedure for Student Academic Grievances include, but are not limited to:

- Violation or misapplication of departmental academic rules and regulations so as to be unfair or in conflict with University policy.
- Unfair or inappropriate decisions concerning financial aid or teaching or research fellow assignments.
- Appeal against award of marks / grade for performance in class test / assignments / seminars etc.,
- Violation of University rules and regulations or misapplication of University policy.
- Disrupting, refusing to comply with or preventing another's free expression or dissemination of ideas in the performance of his or her responsibilities as a student or faculty member (e.g. conducting research, teaching).
- Other interpersonal conflicts that negatively and unfairly affect the student's academic environment and progress.
- Academic dishonesty among students, including cheating, plagiarism and improper acknowledgement of collaboration.
- Retaliation against a student arising from bringing a complaint or concern to an office, program, or department of the university.

***Complaints /appeals concerning academic matters shall be lodged to the Student Academic Grievance Redressal Committee.***

## **Student Grievance Procedure on Non-academic Matters**

The Student Grievance Procedure on Non- academic Matters is available to any student of Ponnaiyah Ramajayam Institute of Science & Technology (PRIST), Deemed to be University who seeks to resolve any grievance involving an alleged violation directly affecting that student, by any member of the University community while acting in an official capacity (e.g. faculty member, administrator, staff member), of any of the written policies of the University or the school in which the student is enrolled.



### ***Phase One: Informal Resolution:***

Students wishing to grieve an **alleged violation of the University's policies** shall first contact, within twenty (20) working days of any occurrence giving rise to the grievance or the time they could reasonably have learned of such occurrence, **the person responsible for the matter being grieved (the respondent) and attempt to resolve the grievance informally.** Students uncertain about how to proceed **may consult the Office of the Dean (Student Affairs)** who shall identify the appropriate person.

At the request of the grievant or respondent, **the Dean of the school in which the student is enrolled and attempt to aid in the resolution of the grievance.**

### ***Phase Two: Formal Complaint:***

If the grievance is not resolved **informally within fifteen (15) working days** after the grievant contacted directly the appropriate **person to attempt an informal resolution,** a student may obtain review by submitting a written **complaint within twenty (20) working days** of the first direct contact to the Office of the **Dean (Student Affairs), the respondent,** and the appropriate University appeal officer. The **complaint shall state the University policy that allegedly has been violated, describe the facts and evidence supporting the alleged violation, indicate what redress the grievant seeks, and provide a brief history of the attempts to resolve the grievance.** The appeal officer, if the grievance arises out of a program or educational activity within a school, shall be the Dean of that school. **Otherwise, the appeal officer shall be the highest-ranking University officer responsible for the subject matter of the grievance.**

The appeal officer shall meet **with the complainant and with such other persons as he or she shall deem appropriate for the purpose of ascertaining the facts and attempting to resolve the complaint; the appeal officer shall render a written decision on the merits to the grievant, the respondent, and the Office of the Dean (Student Affairs)**

### **Student Grievance Procedure on Academic Matters**

The Student Grievance Procedure on Academic Matters is made available in the "Student Academic Grievance Policy & Procedure" approved by the Board of Management in its 7th Meeting held on 24.01.2011.

### **Appeal of Unit decision to Standing Committee of Board of Management:**

The student may appeal the decision of the Unit Appeal Officer to the Standing Committee of Board of Management by submitting both the written decision and a letter of complaint to the Chairperson of the Standing Committee of Board of Management within ten (10) working days of receiving the written decision from the School/Unit appeal officer. A complaint must consist of the following:

- The written decision of the **Administrative/Academic Unit** that is being grieved
- The specific written **University policy (or policies) alleged to have been violated**
- A description of the facts **and evidence supporting the allegation**
- A description of the redress that the **Grievant seeks**



### Action by the Standing Committee of Board of Management:

The role of the Standing Committee of Board of Management in such matters is narrow and strictly procedural. Its function is limited to rendering a decision as to whether the Administrative/Academic Unit did or did not substantively adhere to the specific written policies or procedures cited by the Grievant in its management of a matter. **The Standing Committee of Board of Management cannot consider a complaint asking for a review of the fairness, merits, or other subjective aspects of the decision nor can it substitute its judgment for that of the Unit. And, the Standing Committee cannot consider any issues or policies other than those presented in the grievance.** The Standing Committee of Board of Management's decision is relevant only to the specific policy questions cited in the grievance and should not be construed as being a statement on the overall manner in which a matter should be managed or as limiting a Unit's authority to apply its policies, procedures and judgment.

Based upon the review of the written materials, the Standing Committee of Board of Management may –

- Dismiss the appeal on the grounds that the letter of appeal does not set forth specific written policies or procedures to which the Grievant was entitled but alleges were not substantially afforded during the prior phases of the process.
- Dismiss the appeal on the grounds that the unit followed the applicable policies and procedures.
- Dismiss the appeal on the grounds that even though the facts that the Grievant alleges to have occurred are true, such facts/actions do not constitute a significant violation of the stated policies or procedures such that the Grievant was unfairly impacted/harmed.
- Recommend remedial actions that can be taken to resolve effectively and fairly any procedural or policy deviations that the Panel concludes may have been made during the prior phases of the process.

### Final Review by the Chancellor

Any part of the Standing Committee of Board of Management's decision which calls for redress for the grievant shall be subject to review and change by the President. The President shall act on the remedial recommendations, if any, of the Standing Committee of Board of Management within fifteen (15) working days of receiving the decision.

The Chancellor's decision as to the appropriate remedy and whether the Standing Committee of Board of Management has accurately determined University policy shall be in writing and final, and copies shall be sent to the grievant, the respondent, the chairperson of the Standing Committee of Board of Management, and the Office of the Dean (Student Affairs).



*S. Udumy*  
REGISTRAR  
PRIST Deemed to be University,  
(Institution Deemed to be University  
U/s 3 of the UGC Act. 1956)  
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**Student Grievance on Non-academic Matters**  
(Appeal to Standing Committee of Board of Management)

**Directions:** In order for a Student Grievance Procedure complaint to be considered by the Standing Committee of Board of Management, each of the following sections must be completed.

- 1) **DATE GRIEVANCE SUBMITTED:** \_\_\_\_\_
- 2) **Name of the GRIEVANT:** \_\_\_\_\_ **Class:** \_\_\_\_\_ **Reg. No:** \_\_\_\_\_
- 3) **THE DECISION BEING GRIEVED:** The letter of decision being grieved must be attached to this form.

**Author (name, position and School/Administrative Unit) of the letter of decision:**

\_\_\_\_\_

**Date of Letter of Decision:** \_\_\_\_\_

- 4) **Matter in Relation to Which the Alleged Violation Occurred:** Please provide a concise description of the matter that was being acted upon by the Unit and in relation to which the alleged policy/procedural violation occurred. What was the problem/situation giving rise to your grievance?
- 5) **Specific Policy Alleged to Have Been Violated:** A copy of the specific policy being grieved must be attached to this page. (if multiple policies are alleged to have been violated, please complete a separate page addressing sections 5-7 of this document for each policy alleged to have been violated)

- **Name of Policy:**

\_\_\_\_\_  
\_\_\_\_\_

- **Source of Policy:** (e.g. From what publication does it come; please noted section and page #)

\_\_\_\_\_  
\_\_\_\_\_

- **Website Address of Policy:** (if applicable)





6) **Manner in Which Violated:** Please provide a concise description of the manner in which this policy was violated. Be specific. What specific actions occurred - and by whom - that is alleged to have violated the above policy and how did those actions violate the policy?

7) **Supporting Documentation:** Please list any documents being submitted to support the above described allegation. Then, clearly label and attach those documents to this form.

Document #1:

\_\_\_\_\_

Document #2:

\_\_\_\_\_

Document #3:

\_\_\_\_\_

Document #4:

\_\_\_\_\_

8) **Redress/Remedy Being Sought:** Please provide a concise description of what is being sought as a means of resolving the matter.

Date:

Signature of the Grievant

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For Office Use:

