



**DCT's SRINIVASSA SINAI DEMPO COLLEGE OF COMMERCE &  
ECONOMICS,  
Cujira, Bambolim, Goa**

**GRIEVANCE POLICY**

**OBJECTIVES:**

1. To have a common platform or single window for various grievance mechanisms under Student Support Services (SSS) to address academic and non-academic issues of students and also various complaints of teaching and non-teaching staff of the college.
2. To spread awareness about the above mechanism in place.

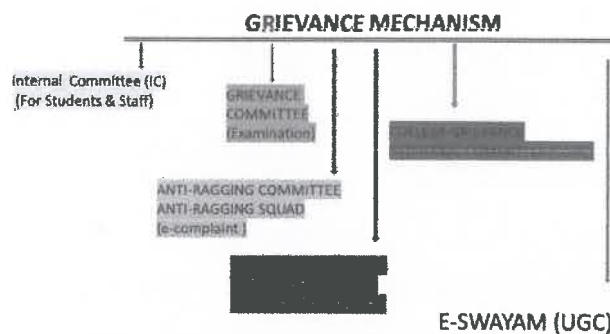
**FUNCTIONING OF THE GRIEVANCE MECHANISM**

A flow chart of various sub-mechanisms handling complaints is drawn up for quick reference of the prospective complainants.

All complaints will be dealt with confidentially.

Only matters pertaining to discrimination of staff and students will be under the jurisdiction of concerned statutes, ordinances and policies.

**FLOW CHART**



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## **PROCEDURE FOR APPROACHING THE COMMITTEE:**

1. Any complaint to be lodged by the victim, in writing/e-complaint, addressed to the principal of the college/chairperson of respective grievance committees (details available on college website)
2. Nature of the complaint should be clearly stated in detail with dates and locations.
3. The complaint must be in no case anonymous and the aggrieved person's name and address should be legible for written cases.



Prof. (Dr) Manoj Kamat

**PROFESSOR and PRINCIPAL**  
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