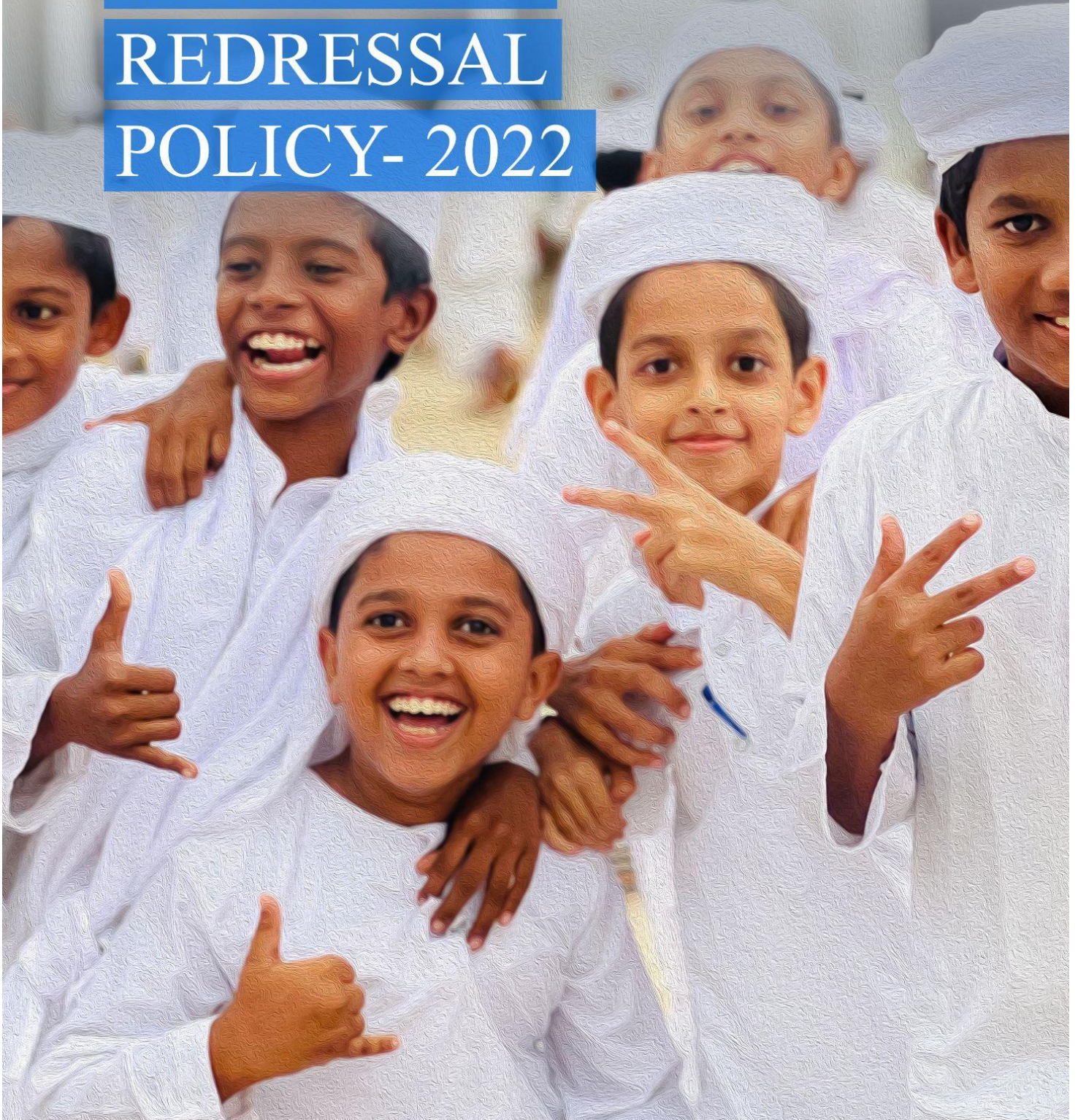




جامعة دار الهدى الإسلامية
DARUL HUDA ISLAMIC UNIVERSITY

STUDENTS' GRIEVANCE REDRESSAL POLICY- 2022



PREAMBLE

This Students Grievance Redressal Regulation has been prepared with a firm realization that the students of DHIU/affiliated colleges require a mechanism for redressal of students' grievances and to ensure a speedy response to all concerned issues. The complex nature of grievances of the student community requires a well-planned strategy that can address its deprivation of various forms of excellence - academic, psychosocial and extra-curricular activity- that are required to empower any student community. It is also identified that the problems of the students are not merely related to material deprivation. They are multifaceted and multifactorial. They are not only facing problems related to access to quality education and equity in services and other employment opportunities but also carrying the burden of stereotyped identities and insecure feelings about the future.

'Students Grievance Redressal Committee' tries to address many of such concerns and is keen on enabling sustainable change and recovery on the one hand and providing welfare services and proper mentoring and guidance on the other hand. DHIU has already been implementing projects and programmes in this direction through its various departments/sections. DHIU realizes the need for more intervention in all the fields it entered to sustain the recovery and move towards academic excellence. It is in this context the University announces the 'Students Welfare Office' to accomplish the unmet needs and set new targets to achieve.

DHIU is determined to provide an academic environment where there are no barriers to success and progression. Measures are in place to make everyone feel safe, secure, motivated, respected and learn effectively. It is also aimed at ensuring the grievances of every student are resolved without bias and with utmost fairness. The University has different committees for dealing with the grievances and issues the students confront as part of their study in the college. The following are the committees to be formed in the college.

- Grievance Redressal Committees
- Anti-Ragging and Anti-Sexual Harassment Committee
- Discipline Committee

OBJECTIVES OF GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee aims to ensure that the grievances of the students are addressed and appropriately resolved. Grievance Redressal Committee has to be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Upholding the dignity of the institute by ensuring a conflict-free atmosphere in the institute through promoting cordial Student-Student relationships and Student- Staff relationships etc.
- Advising Students of the institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

PROCEDURE FOR REDRESSAL OF GRIEVANCE

- Each institution shall have an online portal or offline grievance lodging mechanism through which aggrieved students of the institution may file a complaint or concern seeking grievance redressal.
- An aggrieved student makes an application to the Head/ Welfare Officer. After verifying the fact, the Welfare Officer will try to redress the grievance within three days, if the student is not satisfied then the same should be placed before College Grievance Redressal Committee.
- The Grievance Redressal Committee shall fix a date for hearing the grievance and the details must be communicated to the aggrieved person.
- If the student is not satisfied with the decision of the College Grievance Redressal Committee he can submit an appeal to the Dean of Students Welfare.
- The grievances that are not resolved by the Dean of Students' Welfare within the time frame specified in this regulation, shall be referred to University Discipline and Grievance Redressal Committee.

SCOPE

The Committee will deal with grievances received by mail or written from students about any of the following matters.

- i. Delayed by the institution in the conduct of examination, or declaration of the result, beyond the schedules specified in the academic calendar of the institution/university.
- ii. Complaints of alleged discrimination of students based on race, ethnicity, and colour.
- iii. Harassment or victimization of a student, other than cases of harassment which are currently proceeding under any law in the country.
- iv. Failure of an institution in delivering basic institutional guidelines of Darul Huda Islamic University in academics, infrastructural amenities, and faculty appointments.

EXCLUSION

The Grievance Redressal Committee shall not entertain the following issues.

- Decision made by the University with regard to disciplinary matters and conducts.
- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions by the competent authority on assessment and examination results.

FALSE COMPLAINT

In case of false and frivolous complaints (if proved), the Grievance Redressal Committee will recommend the Principal/ Disciplinary Authority to take appropriate action against the complainant.

CONSEQUENCE OF NON-COMPLIANCE

The Dean of Students' Welfare at Darul Huda Islamic University may take action if any affiliating body to DHIU contemplates these regulations.

1. Declaring the institution ineligible for the Accreditation and Assessment process of Darul Huda Islamic University (DHIU).
2. Recommend to the management committee of the University for Withdrawal of affiliation.
3. Participation in training programs offered by the university will be restricted or a fine amount, as instructed by UDGC, will be charged, considering the case and situation. Provided that no action will be taken by the Dean of Students' Welfare under these regulations unless the institution has been given an opportunity to explain its position on the case filed.

GRIEVANCE REDRESSAL COMMITTEES

A. Institutional Disciplinary and Grievance Committee (IDGC)

1. In the case of CPET study centres or institutions that run secondary and senior secondary levels of Hudawi education, all complaints relating to an institution shall be first addressed to Institutional Disciplinary and Grievance Committee to be constituted at the institution/study centres whose composition shall be as follows:
 - a) Principal/ Principal in Charge – Chairperson
 - b) Management Representative – Member
 - c) Students' Welfare Coordinator - Member
 - d) Staff Secretary – Member
 - e) Class teacher of the aggrieved student – Guest Member
2. The Chairperson and the members of the committee shall have a term of two years.
3. The quorum for the meeting shall be three including the chairperson.
4. The committee should follow the principle of Islamic value systems and Darul Huda Islamic University's guidelines and the principle of natural justice while deciding on students' grievances.
5. The IDGC shall make efforts to resolve the issue within the stipulated period and prepare the report within 15 days from the date of a recipient of complaint to the IDGC.
6. The IDGC is responsible for communicating with the aggrieved person on the final written or oral decision.

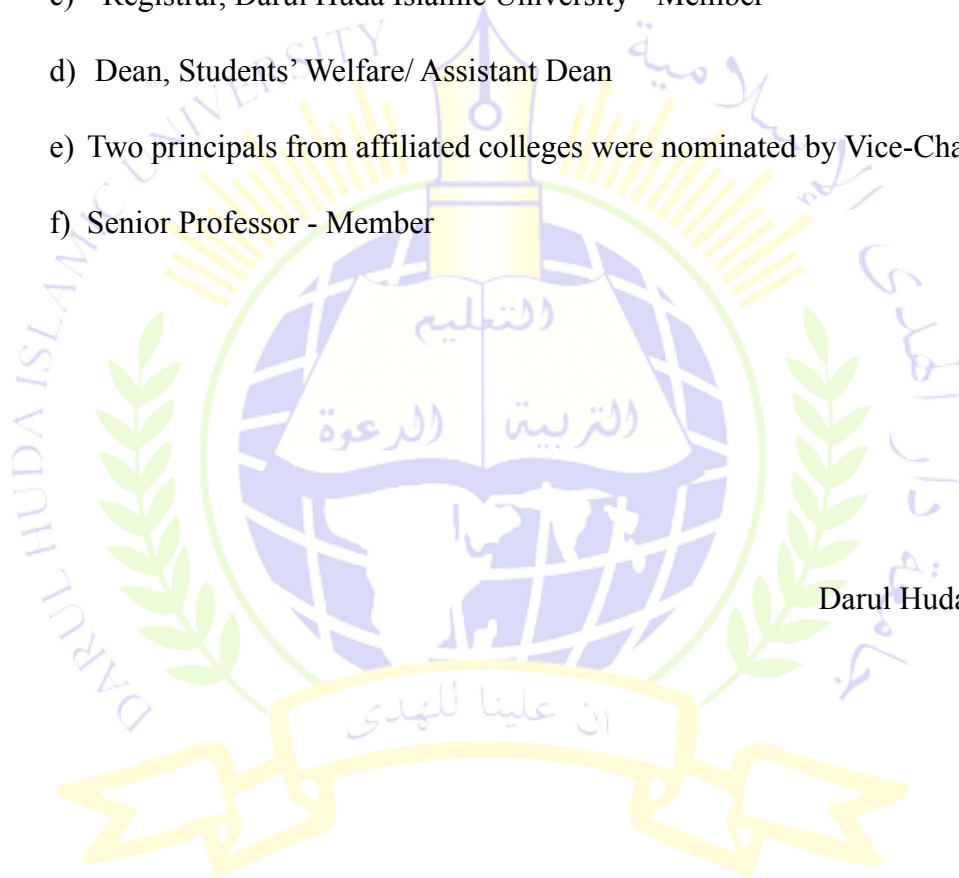
B. Collegiate Disciplinary and Grievance Committee (CDGC)

1. In the case of colleges, all complaints shall first be addressed to Collegiate Disciplinary and Grievance Committee (CDGC) whose composition is as follows:
 - a) The principal of the college - Chairperson
 - b) One Department Head – Member
 - c) Two senior faculty members.
 - d) One Committee member- Member
 - d) Students' Welfare Coordinator -Member

C. University Discipline and Grievance Redressal Committee (UDGC)

1. In case of grievances not resolved in IDGC or CDGS, it shall be referred to the University Discipline and Grievance Redressal Committee for which the vice-chancellor of Darul Huda Islamic University shall constitute a UDGRC consisting of six members:

- a) Vice-Chancellor of Darul Huda Islamic University - Chairperson
- b) Secretary, Darul Huda Islamic University – Member
- c) Registrar, Darul Huda Islamic University - Member
- d) Dean, Students' Welfare/ Assistant Dean
- e) Two principals from affiliated colleges were nominated by Vice-Chancellor –Members.
- f) Senior Professor - Member



Sd/-

Vice Chancellor

Darul Huda Islamic University