

STUDENT'S GRIEVANCE REDRESSAL FORUM

SCDL has observed that sometimes grievances keep coming from the students enrolled for different academic programs offered by SCDL. These grievances are mainly related to the refund of fees, adjustment of fees, non-receipt of Self Learning Material (SLM), etc. With a view to address objectively the grievances which are genuine in nature and are consistent with the rules & regulations and policies of SCDL, authorities of SCDL have formed Student's Grievance Redressal Forum (hereinafter called as 'Forum') which will be headed by noted legal luminary. This will facilitate to minimize the student's grievances as far as possible and will also help in achieving highest student's satisfaction.

- *The student's grievances will be first dealt with by the Students Care Department.*
- *The Student Care Department will look into the grievance and will communicate the decision of the SCDL.*
- *If the students are not satisfied with the decision of SCDL, they may approach the Forum.*
- *The students are advised to send their grievances first to the Head Student Care Department at grievance@scdl.net.*
- *If the students are not satisfied with the decision of the SCDL as communicated to them, then they may approach the Students Grievances Redressal Forum by following the procedure mentioned below.*

Procedure:

- a) The student's who are not satisfied with the decision of SCDL communicated to them, may approach the Student Grievance Redressal Forum for getting their grievance redressed.
- b) The student shall make a written application on plain paper and send it to the Registrar SCDL mentioning the nature of grievance.
- c) The student along with application should attach the copy of the communication about the decision of SCDL, received by him / her and also attach the concerned documents to substantiate his / her grievance.
- d) All the grievance applications will be scrutinized with reference to the documents submitted by the student and also with reference to the office documents.
- e) After scrutiny of the documents, only the grievances which are genuine in nature will be placed before the Forum.
- f) The Forum will consider the grievances with reference to the information and documents submitted by the office and the student.
- g) The Forum will also give an opportunity to the student to appear before the Forum at his / her own cost, to present his / her case if he / she so desires.
- h) The decision of the forum will be communicated to the concerned student.
- i) The office will take further action on the decision of the Forum.