



SCMS SCHOOL OF ENGINEERING AND TECHNOLOGY

Vidya Nagar, Palissery, Karukutty, Kerala 683576

STUDENT GRIEVANCE REDRESSAL PROCEDURE

Students can raise their grievances related to academic issues, administrative problems, harassment, discrimination, or any other concerns in the institution. Here are detailed instructions for students to follow:

Instructions for Raising Grievances

1. Nature of Grievance:

Students can raise their grievances related to any matter including academics, administration, facilities, harassment, discrimination, or any other concerns.

2. Grievance reporting:

The grievance can be raised in various forums like

- Directly to the faculty advisor
- During mentoring sessions
- Discussion with student counsellor
- Through other forums like Class committee meeting, course committee meeting,
- Online platforms like the SSET Education Management System :- Linways as well as AICTE feedback link and UGC antiragging link is always kept shared with students.

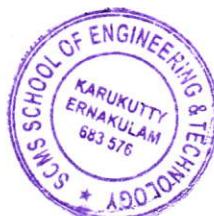
3. Submission of grievance:

The grievance can be submitted to the faculty advisor in written form duly signed by the student in case of offline grievances. Online grievances can be made through

- <https://scmsgroup.org/sset/sset-grievance-redressal-committee/>
- <https://www.aicte-india.org/feedback/>
- https://antiragging.in/affidavit_registration_disclaimer.html

4. Grievance redressal system:

The grievance is addressed by the faculty advisor in the first stage. If the grievance is not resolved at the advisor level, the issue is reported to the Head of the department. If the grievance is not resolved at the HoD level, the issue is reported to the Head of the institution. Depending upon the gravity it is passed on to the Students Grievance Redressal Committee. These processes can be undertaken in writing or through Linways student login.

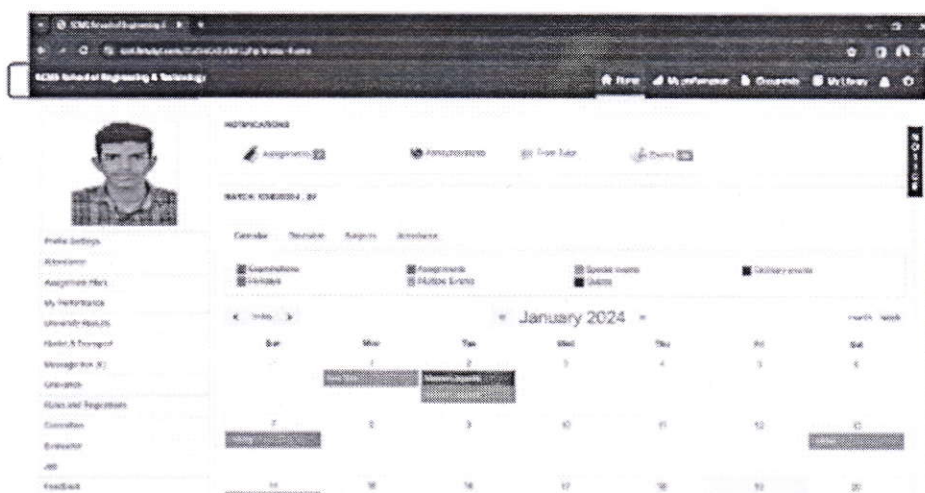


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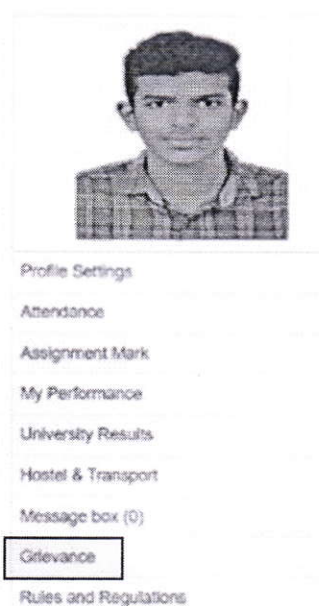
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From the student home page the student can access his:

- Profile page
- Access study materials shared by faculty
- Access to Digital Library
- Attendance
- Assignment Marks
- Personal performance
- University Results
- Hostel and Transport
- Grievances
- Rules and Regulations

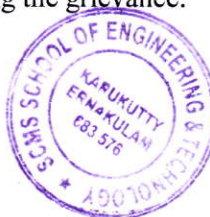


5. SSET Student Grievance Redressal Committee

Depending upon the gravity of the grievance the redressal is undertaken. Whenever the grievance is to be addressed by Student Grievance Redressal Committee it is done so. The Student Grievance Redressal Committee (SGRC) has been constituted as per APJ Abdul Kalam Technological University Circular No. KTU/ASST6(ADMIN)/1902/2021 dated 29/06/2021 inline with the UGC guidelines.

6. Duration within which grievance is redressed:

All the grievances will be attended to within five working days. A formal response will be handed over to the student after addressing the grievance.



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