



DON BOSCO COLLEGE

KR PURAM, BENGALURU - 560036

AFFILIATED TO BENGALURU NORTH UNIVERSITY

GRIEVANCE REDRESSAL MECHANISM

Grievance Redressal Mechanism

Don Bosco College maintains a structured **Grievance Redressal Mechanism** dedicated to fostering a supportive, transparent, and equitable academic environment. The office enables students and stakeholders to voice their concerns and grievances through a clearly defined procedure that operates in accordance with institutional rules and regulations.

The grievance redressal system functions as a platform where students can articulate their concerns without fear of discrimination or retaliation. The Office conducts confidential inquiries into the nature, causes, and patterns of grievances, ensuring that each complaint is addressed with due sensitivity and professionalism. Particular emphasis is placed on maintaining procedural fairness, including the right of the concerned parties to be heard and the assurance that all complaints are handled impartially and without bias.

Objectives of the Grievance Redressal Cell

The Grievance Redressal Cell is established with the following objectives:

- To provide support and assistance to those who are denied access to entitled academic or administrative services within the institution.
- To promote responsiveness, accountability, and professional conduct among college officials in addressing student-related concerns.
- To ensure fair, transparent, and impartial resolution of student grievances through a structured process.
- To safeguard the rights and well-being of all members and maintain a positive academic environment.

Grievance Handling Process

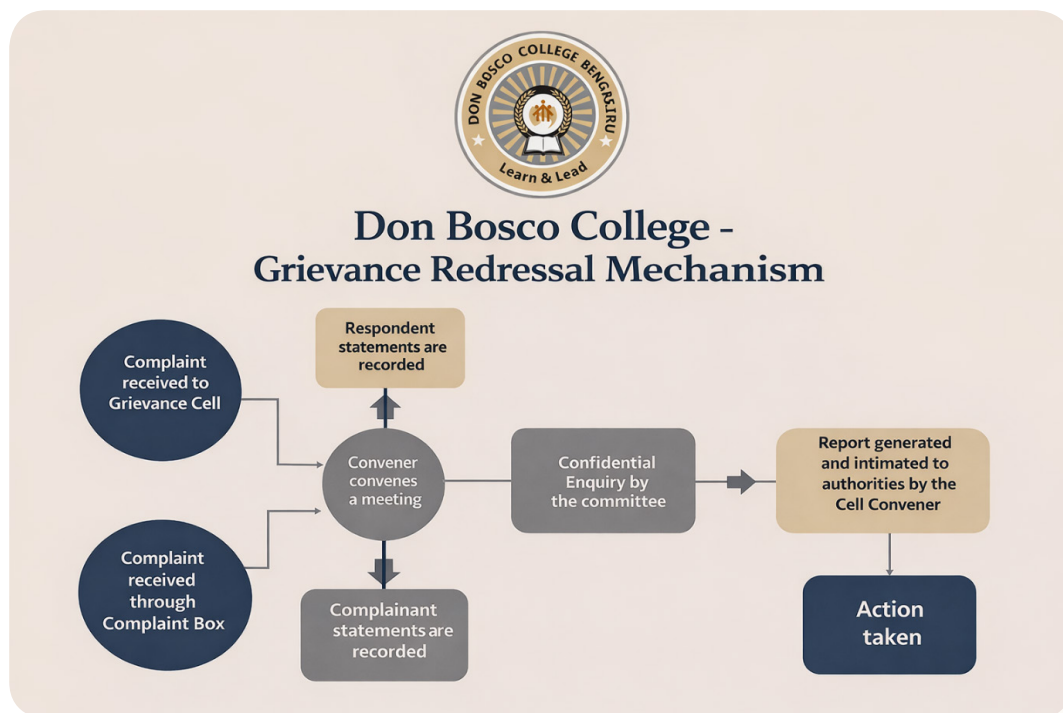
All grievances submitted by students are addressed promptly to ensure timely resolution. Upon receiving a complaint, the concerned authorities examine the issue, conduct necessary inquiries, and initiate appropriate corrective measures.

Where necessary, the institution also introduces **preventive mechanisms** to ensure that similar grievances do not recur in the future. Students are informed about the actions taken and the measures implemented to resolve their concerns.

Grievance Redressal Channels

The institution provides a comprehensive grievance redressal framework that includes both online and offline modes for submitting complaints. This system ensures accessibility and convenience for all students while maintaining confidentiality and transparency throughout the process.

The grievance handling procedure and reporting hierarchy are illustrated in the flowchart below.



Contact Person: Principal

Email: grievanceredressal@dbcblr.edu.in

Form: <https://forms.gle/wdQJuuSb6yc5wFDs6>

Date: 26th July 2025

Principal