

# ST. XAVIER'S COLLEGE (AUTONOMOUS)

Re-accredited with 'A+' (CGPA 3.27 out of 4) by NAAC (4<sup>th</sup> Cycle) | Affiliated to Gujarat University

## Grievance Redressal Policy

The College has a transparent grievance redressal mechanism to address the individual as well as collective grievances of the students and staff.

### 1. Objective:

- 1.1. To provide a framework for resolving complaints and grievances made by students as well as staff members.
- 1.2. To develop a responsive and accountable attitude among the students and thereby maintain a harmonious atmosphere in the College.
- 1.3. To ensure that grievances are resolved promptly, objectively with sensitivity and in complete confidentiality.
- 1.4. To enable the College to provide education, promote learning, and engage in research efficiently and economically; To apply the principles of justice and fairness; and to promote equality and diversity among all the College staff.

### 2. Scope:

- 2.1. "Grievance" means, and includes, complaint(s) made by an aggrieved student or students or staff - refers to all academic and non-academic staff members. It includes faculty (full time, part-time or visiting), teaching assistants, tutors, directors, academic and support staff members.

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with SXCA that a student or staff thinks, or even feels, is unfair, unjust or inequitable.

### 3. Applicability:

- 3.1. Students of the College can appeal for redressal of a grievance through letters dropped in the designated box or formal representation through involvement of staff of the College or direct appeal to the competent authority.
- 3.2. If a student or staff has any grievance regarding the infrastructure facilities and services offered or any other requirements the student will convey it in writing directly to the authority or drop the grievance(s) in the drop box placed outside the Library/Principal's Office. Grievances must usually contain the student's name, class and department and a statement regarding the complaint or grievance.
- 3.3. The complaint may be oral, by email (at [grievance@sxca.edu.in](mailto:grievance@sxca.edu.in)) or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
- 3.4. Upon receipt of the formal grievance from the student, the Principal/ shall review the grievance along with the Grievance Appeal Committee member/s. If the Principal

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determines that the complaint is genuine, a Disciplinary Committee is constituted by the Principal to assess the facts and take necessary steps to redress the grievance in time.

4. Zero-Tolerance to Ragging:

4.1. The College has Zero-Tolerance to Ragging. At the beginning of every academic year the Principal presides over the Meetings of the Disciplinary Committee and the Anti-ragging and Anti-Sexual Harassment Committees. At the start of each academic year the Principal personally addresses students regarding the Code of Conduct with special reference to Anti ragging and Sexual Harassment Prevention policies of the UGC so as to ensure a safe and healthy environment for all students.

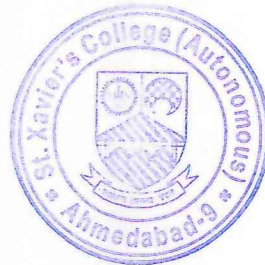
The Management reserves the right to change or revise this policy as and when required.



Director  
St. Xavier's College (Autonomous)  
Ahmedabad – 380009



Principal  
St. Xavier's College (Autonomous)  
Ahmedabad – 380009



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