

# Mechanism of Online/Offline Students' Grievance Submission

## C. C. Sheth College of Commerce, Navgujarat Campus

In order to ensure a supportive and responsive academic environment, the college has established a transparent mechanism for the timely redressal of student grievances through both online and offline modes. Students are encouraged to share their concerns related to academic, administrative, or personal matters through the following channels:

### Online Grievance Submission

Students can conveniently submit their grievances online by filling out the grievance form available on the college website.

[Click here to submit a grievance online](#)

All submissions are received directly by the Grievance Redressal Committee and are treated with strict confidentiality. Each grievance is reviewed and addressed within **48 hours** of submission.

### Offline Grievance Submission

For those who prefer to submit grievances physically, a **grievance box is installed on the ground floor of the college campus**. Students can drop their written complaints or suggestions in the box at any time during college hours.

The box is opened and reviewed **once every month** by the designated committee to ensure that all concerns are acknowledged and addressed promptly.

#### Note:

1. Resolutions are communicated respectfully and confidentially.
2. The college ensures that no student faces any discrimination or unfair treatment for submitting a grievance. Your voice matters, and we are committed to improving your experience.
3. For any queries regarding the grievance redressal process, students may contact the college office during working hours.