



**BAKLIWAL FOUNDATION**

**College of Arts, Commerce & Science, Vashi**

[An ISO Certified Institution, Affiliated to KKS University & Approved by  
AICTE, Delhi, DTE, Government of Maharashtra]

Website: <https://www.bfc.ac.in> Contact: 93246 56222, 86522 58516, 86572 96572

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**College of Arts, Commerce  
& Science, Vashi**



College of Arts, Commerce & Science

**Policy for  
Suggestions/Complaints  
/Feedback Box  
2024 - 2025**



## Policy for Suggestions/Complaints/Feedback Box

### 1. Title

Standard Operating Procedure (SOP) for Suggestion / Feedback / Complaint Box System

### 2. Introduction

Bakliwal Foundation College of Arts, Commerce & Science, Vashi, believes in maintaining a transparent, student-friendly, participative, and quality-oriented academic environment. The Suggestion / Feedback / Complaint Box System is established to provide students, teaching staff, non-teaching staff, parents, and stakeholders with a formal mechanism to express their suggestions, grievances, feedback, and innovative ideas for the continuous improvement of institutional functioning and student welfare.

The system ensures confidentiality, fairness, accountability, and timely resolution of issues raised by stakeholders.

### 3. Aim

To establish an effective and transparent mechanism for receiving, reviewing, and resolving suggestions, feedback, and complaints from stakeholders for the overall development of the institution.

### 4. Vision

To foster a culture of openness, participation, accountability, and continuous quality improvement by encouraging constructive feedback and grievance redressal within the college community.



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### 5. Mission

- ✚ To provide an accessible platform for students and stakeholders to voice their concerns and suggestions.
  - ✚ To strengthen communication between the institution and stakeholders.
  - ✚ To ensure timely redressal of complaints and implementation of valuable suggestions.
  - ✚ To promote a positive, safe, and student-centric educational environment.
  - ✚ To support institutional growth through participative governance and feedback mechanisms.
- ### 6. Goals & Objectives
- ✚ Goals
  - ✚ To improve institutional quality and administrative efficiency.
  - ✚ To enhance student satisfaction and stakeholder engagement.
  - ✚ To maintain discipline, transparency, and accountability.
  - ✚ To encourage innovative ideas for academic and infrastructural development.

### Objectives

- ✚ To collect genuine suggestions, feedback, and complaints from stakeholders.
- ✚ To address grievances in a fair and unbiased manner.
- ✚ To identify areas requiring improvement in academic and administrative functioning.



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- ✚ To ensure confidentiality and protection of the complainant's identity when required.
- ✚ To create awareness regarding students' rights and institutional responsibilities.
- ✚ To maintain proper documentation and records of all submissions and actions taken.

### 7. Scope

This SOP applies to:

1. Students
2. Teaching Staff
3. Non-Teaching Staff
4. Parents
5. Alumni
6. Visitors and Other Stakeholders

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### 8. Suggestion Box Committee

The Principal shall constitute a Suggestion / Feedback / Complaint Monitoring Committee consisting of:

Principal – Chairperson

IQAC Coordinator

Senior Faculty Members

Student Development Officer

Administrative Representative

Student Representative (if required)



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### 9. Location of Suggestion Boxes

Suggestion / Feedback / Complaint Boxes shall be placed at:

- ✚ College Entrance Area
- ✚ Administrative Office
- ✚ Library
- ✚ Student Common Area
- ✚ Near Principal's Office
- ✚ Other suitable locations as decided by the college administration

### 10. Types of Matters Accepted

The Suggestion Box may be used for:

#### A] Suggestions

1. Academic improvement ideas
2. Infrastructure development
3. Library enhancement
4. Student support services
5. Cultural and extracurricular activities

#### B] Feedback

1. Teaching-learning process
2. Administrative services
3. Facilities and campus environment
4. Examination and evaluation system



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### C] Complaints / Grievances

1. Discipline-related issues
2. Harassment or misconduct
3. Facility-related complaints
4. Academic grievances
5. Administrative delays or concerns

### 11. Procedure

#### Step 1: Submission

1. Stakeholders may submit written suggestions, feedback, or complaints in the prescribed format or plain paper.
2. Anonymous submissions may be accepted if the matter is serious and supported with relevant details.
3. The submission should contain:

College of Arts, Commerce & Science

- ✚ Date
- ✚ Name (optional for anonymous submissions)
- ✚ Department/Class
- ✚ Contact details (if response required)
- ✚ Nature of suggestion/feedback/complaint
- ✚ Detailed description

#### Step 2: Collection of Entries

1. The designated committee member shall open the suggestion box once every week or as required.
2. Entries shall be recorded in the Suggestion/Complaint Register.



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### Step 3: Scrutiny and Categorization

The committee shall categorize submissions into:

- ✚ Suggestions
- ✚ General Feedback
- ✚ Urgent Complaints
- ✚ Serious Grievances
- ✚ Anonymous Matters

### Step 4: Review and Action

1. Relevant matters shall be forwarded to the concerned department or authority.
2. Serious complaints shall be brought to the notice of the Principal immediately.
3. Corrective or preventive action shall be initiated within a reasonable timeframe.

### Step 5: Resolution and Follow-Up

- ✚ Appropriate action taken shall be documented.
- ✚ If the complainant has provided contact details, the status/resolution may be communicated.
- ✚ Recurring issues shall be discussed in IQAC or departmental meetings for long-term improvement.

### Step 6: Record Maintenance

The following records shall be maintained:

- ✚ Suggestion/Complaint Register
- ✚ Action Taken Report (ATR)
- ✚ Meeting Minutes
- ✚ Follow-up Reports



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All records shall be maintained confidentially by the college administration.

### 12. Confidentiality Policy

- ✚ The identity of complainants shall be kept confidential wherever necessary.
- ✚ No retaliatory action shall be taken against any stakeholder submitting genuine complaints or suggestions.
- ✚ Sensitive matters shall be handled ethically and discreetly.

### 13. Responsibilities

#### Principal

- ✚ Overall supervision and monitoring of the system.
- ✚ Ensuring timely action and policy implementation.

#### Committee Members

- ✚ Collection and review of submissions.
- ✚ Maintaining records and preparing reports.
- ✚ Coordinating with concerned departments.

#### Stakeholders

- ✚ Submitting genuine, constructive, and respectful feedback or complaints.
- ✚ Avoiding false, defamatory, or misleading submissions.

### 14. Outcome

The implementation of the Suggestion / Feedback / Complaint Box System shall result in:



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1. Improved institutional transparency and accountability.
2. Better communication between students and administration.
3. Enhanced student satisfaction and participation.
4. Continuous improvement in academic and administrative services.
5. Strengthened grievance redressal mechanism.
6. Positive institutional environment and quality culture.
7. Increased stakeholder confidence in college administration.

### 15. Review and Revision

This SOP shall be reviewed periodically by the IQAC and College Administration for necessary modifications and improvements as per institutional requirements and regulatory guidelines.

### 16. Approval

This Standard Operating Procedure is approved and implemented by:

Bakliwal Foundation College of Arts, Commerce & Science  
Vashi, Navi Mumbai

Date: 10.06.2024



  
Principal  
BAKLIWAL FOUNDATION  
College of Arts, Commerce & Science  
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