

ADARSH FOUNDATION

"SAL Hospital", Opp. Doordarshan Drive-in Road, Ahmedabad-380 054.
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Ref. No. :

Date :

AF/SGMS/2026-27

02/12/2025

Student Grievance Mechanism System

SAL Education has provided mechanism to students for their grievances redressal on various academic, non-academic matters viz: attendance, fee charge, examinations etc. Grievance Redressal Committee at the Institute Level has been made to deal with such grievances. Details are furnished as below:

Institution Level Committee

Campus Director : Chairperson
The General Manager : Management Representative
Heads of the concerned Institution :
Head of the concerned department:
One senior lady faculty member nominated by the GM
Chief Operating Officer(COO) : Secretary

Institute level committee resolves grievances pertaining to mainly academic matters

Also Student if not satisfied with Institute level committee level decision, may appeal to the Management for review/reconsideration. Procedure for Redressal of Grievances (ROG) is as under.

1. An aggrieved Student who has the grievances at Institute level shall make an application to first Institute level committee with a copy to COO. Institute Committee Chairperson post verifying all the facts, will try to address the grievance in a reasonable time preferably within a week of receipt of the application. If the Student is not satisfied with the same, S/He may apply to the Management for appeal/review.

2. If Student is not satisfied with the redressal offered by the Institute level committee, S/He can submit the appeal to the Management thru an application procedure with a copy to COO mentioning his/her points not considered while taking decision.

3. The Management shall take the decision within a reasonable time preferably within 15 days of receipt of application. The representative nominated by the CMD, s decision of Management shall be final and abide by the student.

4. (a) The Management, if needed, may recommend to the Head of Institution, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at any of the Institute under the University.

(b) While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned people.

(c) While passing an order on any Grievance at any level, the relevant provisions of Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.

(d) The student will submit the application of Grievance or appeal to the Institute level committee or Management, as the case may be, through the Institute Chairperson/Director of the Institute.

Also students may place their complaints, if any through online, on

Student Grievance: Contact Menu --> Student Grievance

<https://sal.edu.in/student-grievance> : available on Institute website: sal;edu;in

Name of Nodal Officer: Shri Madhusudhan Joshi, Chief Operating Officer

N. S. Shah
Authorized Signatory
Adarsh Foundation

