

SUNDARBAN HAZI DESARAT COLLEGE



Policy on Feedback Mechanism

परवाच्येषु निपुणः सर्वो भवति सर्वदा ।
आत्मवाच्यं न जानाति जानन्नपि विमुह्यति ॥

Neeti Shastra

[Anyone dedicated to criticizing others without the willingness to accept criticism is a *Murkha* or a fool. But this doesn't mean that we must not criticize or that criticism by itself is bad]

PURPOSE

The Policy on Feedback Mechanism of Sundarban Hazi Desarat College is predicated upon the institutional commitment to receiving opinions of all stakeholders on its academic, administrative functioning and extension activities for continuous development.

The purpose of this policy is to establish a structured framework for gathering, evaluating, and responding to feedback from stakeholders within our institution. Feedback is crucial for continuous improvement, fostering transparency, and ensuring that the institution's services, processes, and environment meet the needs and expectations of its stakeholders.

SCOPE

This policy applies to all stakeholders including students, faculty, staff, parents/guardians (where applicable), and external partners or organizations involved with the institution.

Sanjoy Ghosh

Teacher-in-Charge
Sundarban Hazi Desarat College
Pathankhali 24 Parganas (South)

POLICY STATEMENT

1. Feedback Channels:

Sundarban Hazi Desarat College shall provide accessible channels, both online and offline, for stakeholders to submit feedback.

2. Responsibility:

It is the responsibility of every member of the institution, including administrators, faculty, and staff, to encourage and facilitate the provision of feedback from stakeholders.

3. Confidentiality:

Feedback submitted by stakeholders shall be treated confidentially to the extent possible. Personal information collected during the feedback process shall be handled in accordance with relevant data protection regulations.

4. Timely Response:

The college is committed to providing timely responses to feedback received. Responses may include acknowledging receipt of feedback, outlining actions taken or planned in response, and communicating outcomes where appropriate. As for Academic Feedback collected, all Departments should address them within 48 hours, whereas for Feedback collected/received from parents, guardians and others shall be addressed within one week. All Academic Departments should provide a consolidated Annual Action Taken Report to the Principal through IQAC Coordinator.

5. Feedback Evaluation:

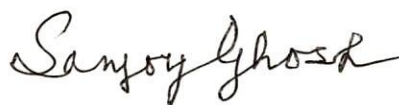
Feedback received will be evaluated systematically to identify common themes, concerns, or suggestions for improvement. This evaluation may involve relevant stakeholders and departments as necessary.

6. Continuous Improvement:

Sundarban Hazi Desarat College shall use feedback as a basis for continuous improvement initiatives. Feedback outcomes and actions taken shall be documented and monitored to ensure effective resolution and ongoing enhancement of institutional processes, services, and policies.

The implementation of this policy shall be the responsibility of Academic and Examinations Sub-Committee which would monitor the entire process under the aegis of IQAC and Principal/Teacher-in-Charge.

This policy, adopted on the 22nd Day of May, 2018, shall remain in force till the Governing Body or IQAC repeals or replaces it for another of this kind.



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