



## **GRIEVANCE REDRESSAL CELL**

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## **POLICIES AND PROCEDURES**

**NAVAJYOTHI COLLEGE**

CHERUPUZHA | KANNUR 670 511

# ***GRIEVANCE REDRESSAL CELL***

## ***POLICIES AND PROCEDURES***

### **INTRODUCTION**

There is a college level Grievance Redressal Committee comprising of the student advisor, two senior teachers and two staff council members (one shall be member) as members and the Principal/Director as chairman.

There is also a Grievance Redressal Committee in each department comprising of the course teacher, one senior teacher, a student representative as members and the Head of the Department as chairman. This committee shall address all grievance relating to the internal assessment marks of the students.

The non-academic grievances are to be addressed to the principal and the principal shall direct to the concerned cell for further action.

### **OBJECTIVE:**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

- Upholding the dignity of the College by ensuring trouble free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in

writing their grievances and their suggestions for improving the Academics / Administration in the College.

- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

#### SCOPE :

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to examination related matters and teaching.
- Other Matters: Related to certain misgivings about conditions of sanitation, victimization by teachers etc.

#### FUNCTIONS :

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

#### PROCEDURE FOR LODGING COMPLAINT :

- The students may feel free to put up a grievance in writing/or in the format available in the departments/ drop it in boxes set in the main academic block/ fill the complaint form available in the college website.
- The complaints related to non-academic shall be addressed to the Principal or director of the campus.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

#### PROCEDURE OF ACTION UP ON COMPLAINT

- The academic grievances are to be directly addressed to the Head of the department where the same shall be forwarded to the department grievance cell for investigation and suggestions of resolve.
- If the applicant is not satisfied with the solution provided, he/ she can approach the appealing authority ie., the Grievance Redressal cell or Principal.
- The non-academic matters grievances received at the principal's office shall follow the procedures given below;
  - a) The principal may convene the college council for preliminary discussion of the complaint, if necessary and forward the complaint to the concerned cell or committee.
  - b) The committee shall investigate on the complaint within the period of time and submit the report to the principal with their suggestions to resolve the complaint.
  - c) Upon receiving the report, the principal may convene the college council for further discussion and action to be taken.
  - d) After the consultation with the college council, principal may implement the solution by issuing order regarding the complaint.

## GRIEVANCE REDRESSAL CELL MECHANISM

### Grievances

