



# ST. DOMINIC'S COLLEGE, KANJIRAPALLY

AFFILIATED TO MAHATMA GANDHI UNIVERSITY KOTTAYAM

RE-ACCREDITED WITH A GRADE BY NAAC

ABSORB & RADIATE



## GRIEVANCE REDRESSAL POLICY



# **STUDENTS GRIEVANCE REDRESSAL POLICY**

## **1. Introduction**

St. Dominic's College, Kanjirapally, was established in 1965 as a pioneer institution committed to cater to the educational needs of the rural populace of the eastern parts of Kottayam district and the high range of Idukki district. The college has set a statement of its own in the academic milieu over the years serving its mission by assisting the society especially, the under privileged communities in its vicinity in aspiring to achieve their professional ambitions and enhance their living standards. Nestled in an agrarian belt, the local community places high expectations on the institution with hopes of securing a sound future to its younger generation and the institution responsibly strives hard to mould its learners into refined individuals, quality leaders and morally upright competent professionals.

As per directions from the UGC and state government, the college constituted all statutory committees and cells, to ensure transparency in providing fair, impartial and consistent mechanism for redressal of varied issues faced by the students, faculties and non-teaching staff members. The grievance redressal policy shall be in consonance with the UGC and State Government Norms, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time.

## **2. Definition**

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of

seeking a remedial action. The grievances may broadly consist of the following complaints of the students, faculties and non-teaching staff.

- ❖ Academic
- ❖ Non Academic
- ❖ Grievances related to assessment
- ❖ Grievance related to victimization
- ❖ Grievance related to charging of fees
- ❖ Grievances regarding conduct of examination
- ❖ Harassment by colleague, students or the teachers etc.
- ❖ Harassment of women at workplace
- ❖ Harassment of SC/ST students, faculty or non-teaching staff.
- ❖ Grievance regarding resources required
- ❖ Grievances regarding establishment section, library and other sections of institute

### **3. Objectives**

The purpose of this policy is to set forth the procedures to be followed in receiving, handling and responding to any grievance against individual/department/institute in respect of the services offered by it. To address the complaint/grievance the committee shall inculcate the law of natural justice at all levels and hear the complaint and concerned the person as well. The students and staff are the main stakeholders in any situation imparting education thus it's our best endeavor to make all efforts to ensure transparency in all the activities at different stages. Considering this motivation, the institute has decided to provide mechanism for redressal of grievances.

The following are broad objectives for handling the grievances:

- To provide fair and equal treatment to all grievances without bias at all times
- To ensure that all issues raised by any stake holder are dealt with courtesy and resolved in stipulated timelines
- To develop an adequate and timely organizational framework, to promptly address and resolve grievances fairly and equitably
- To provide enhanced level of stake holder's satisfaction
- To provide easy accessibility to all the grievances for an immediate grievance redressal
- To put in place a monitoring mechanism to oversee the functioning of the grievance handling policy

#### **4. Methods for submission of Grievances**

The complainant can raise grievances through the following modes:

**Phone Call:** Message/Call to contact number specified on institute website/handbook to register the complaint.

**Email:** The complainant may raise the grievance on email id specified on institute website/handbook to register the complaint.

**Letter:** The stake holder can write a letter to the authorities or submit grievance in prescribed format available on institute website/handbook under grievance redressal portal to the coordinator of grievance committee given as below in person.

**Complaint Boxes:** The stake holder can write a letter to the authorities or submit grievance and submit it in the complaint/suggestion boxes kept at various parts of the campus.



## **5. Maintenance of records of grievance and reporting**

Coordinators of grievance committee preserve all records pertaining to grievance/complaint received and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days and the issue is resolved at the earliest possible time.

The reply to complaints shall be informed to the complainant, including details of resolution or rejection of the complaint, with reasons thereof.

## **6. Escalation of grievances**

The stake holders whose grievance has not been resolved by the committee in a reasonable time or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the head of the institution against the concerned intermediary or any other officials.

## **7. Policy to handle special grievances**

- Major grievance such as problem involving legal matters is referred to the management of the institute. Appropriate action is carried out as per guidance provided by the management.
- In case grievance involves external agencies, matter is referred to appropriate authorities for further action.