CHRIST
COLLEGE (AUTONOMOUS)
IRINJALAKUDA, KERALA

GRIEVANCE REDRESSAL – POLICY STRUCTURE AND PROCEDURES

QUALITY POLICY

Area : Student support

GRIEVANCE REDRESSAL – POLICY STRUCTURE AND PROCEDURES

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CONTROL

Area: Student support	POLICY NO: 114/2020	Document Owner: Principal	
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OBJECTIVES

The objectives of this policy are

- To maintain an inclusive educational atmosphere throughout the campus including Learning resources and Student support.
- To develop a responsible and cordial Student-Teacher and Student-Student relationship.
- To encourage students to express their concerns and grievances with self-respect and without any fear of being victimized.

POLICY

- College shall take adequate measures to collect the grievances from students regarding

1. Admission to programmes, certificate courses and open courses
2. Attendance in curricular and cocurricular activities
3. General student life in campus
4. Fee payment
5. Certificates and scholarships
6. Examination and related affairs
7. Access to facilities including library, computer labs, internet centre, playgrounds, canteen, gymnasium, cultural facilities and hostel.

- College shall establish a Grievance Redressal Cell to address the grievances from students.
- There shall be separate committees for a) Anti Ragging Committee b) Examination Grievances Redressal Cell c) Anti Sexual Harassment Committee d) General Complaints Committee e) Grievance Redressal Cell

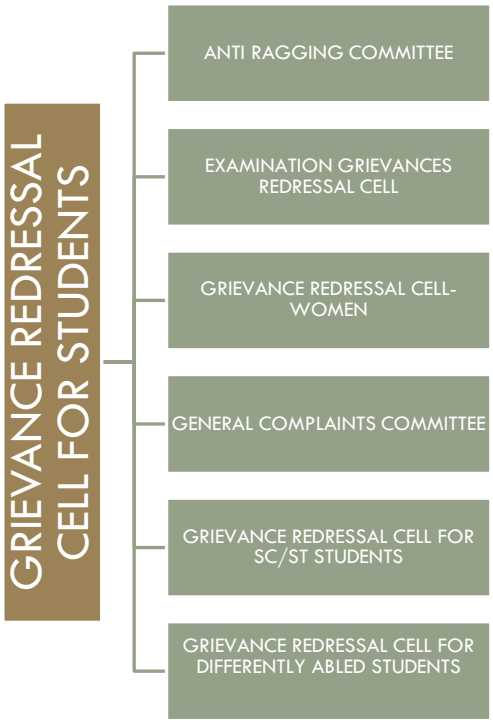
for Sc/St Students and f) Grievance Redressal Cell for Differently Abled Students which should work under the Grievance Redressal Cell.

- Grievance handling should be conducted by maintaining secrecy on identity of the complainant as much as possible.
- The committees shall provide suitable atmosphere in the campus to encourage students to raise their grievances and should settle the grievance with minimum time.

STRUCTURE OF GRIEVENCE REDRESSAL CELL

The grievance redressal cell shall be the umbrella under which six separate committees will be working. There should be members from each committee in the Grievance Redressal Cell.

College council shall be the appellate authority for the Grievance Redressal Cell. All committee reports should be handed over to Principal who presents the report in college council for further actions.



FUNCTIONS OF COMMITTEES

ANTI RAGGING COMMITTEE

Ragging in all its forms is prohibited in the College Campus, including the departments, all its premises (academic, residential, sports, canteen, restrooms etc.), within the campus or outside it and all means of transportation whether public or private. The provisions of the Act of the Central Government and the State Governments if enacted will consider ragging as a cognizable offence under the law on a par with rape and other atrocities against women and ill-treatment of persons belonging to SC/ ST.

EXAMINATION GRIEVANCES REDRESSAL CELL

All examination related grievances including exam registration, revaluation, special exams etc should be handled by the Examination Grievance redressal cell. Controller of the Examinations shall be the convener of the Examination redressal cell.

GRIEVANCE REDRESSAL CELL WOMEN

Grievance redressal cell for women should address the gender related disturbances against women. All sexual harassment cases should be handled with utmost care without disclosing the identity of the victim.

GENERAL COMPLAINTS COMMITTEE (GCC)

The general complaints committee headed by the Staff advisor will be responsible in handling the general complaints which may include disciplinary issues, student-student and student-teacher frictions etc.

GIEVANCE REDRESSAL CELL FOR SC/ST STUDENTS

Academic and non-academic grievances of SC/ST students should be addressed by this Grievance redressal cell. Any serious incidents should be handled as per the guidelines from State and Central Government.

GRIEVANCE REDRESSAL CELL FOR PERSONS WITH DISABILITIES

Students with disabilities are guided to raise their consent and grievances to Grievance redressal cell for persons with disabilities. Convener of this committee shall be the coordinator of the disability cell. The disability cell should hold meetings with disabled students every two months and enquire about their requirements.

REGISTERING GRIEVANCES

- Students can register their grievances either in writing or by using online redressal portal in the College website. Students may drop their grievance/concern in the Grievance box kept in college portico, Student's corner or in the library.
- Also, they can the complaint online through Student portal (login)
- Students who want to remain anonymous can use the separate form in the grievance portal

FEEDBACK

Christ College staff and students may provide feedback about this document by emailing iqac@christcollegeijk.edu.in

APPROVAL AND REVIEW DETAILS

Approval and Review	**Details**
Approval Authority	Governing council
Administrator	Principal
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