

ST. JOSEPH'S
COLLEGE, MOOLAMATTOM
ARAKULAM P.O- 685591, IDUKKI, KERALA



5.1.4

The Institution has a Transparent Mechanism for timely Redressal of Student Grievances including Sexual Harassment and Ragging Cases

Mechanisms for submission of online/offline students' grievance





Procedure for Redressal of Grievances

A Grievance Redressal Mechanism operates in the college in order to settle the grievances of the students in time. It is a three-tier system which functions in the following way.

Tier 1 - Class Teacher

Tier 2 - Head of the Department

Tier 3 - Principal/ Principal in consultation with the College Council.

- Any matter of complaint / act of indiscipline of student is first submitted to the class teacher concerned and should be in written form. The grievance should be addressed to the competent authority within 24 hours of the alleged incidents. If the complaint is denied justice from the class teacher, he/ she approaches the HOD. If justice is denied there also, the matter is settled by the principal.
- Inter-department complaints are forwarded to the principal.
- In order to maintain the transparency and efficacy of grievance redressal mechanism, there function the following Cells in the college.
 1. Grievance Redressal Cell
 2. Internal Evaluation Grievance Redressal Cell: - Grievances pertinent to internal evaluation are resolved in the following levels.
 - Primary Level– Teacher Concerned
 - Department Level – HoD , Class Teacher, Teacher concerned
 - College Level – Principal and HoD
 - University Level– Pro- Vice Chancellor, Affiliation Committee convenor, Controller of Examinations
 3. ICC - Internal Complaints Committee for Prevention of Sexual Harassment of Women at Work Place
 4. Teachers' Grievance Redressal Cell
 5. Anti – Ragging Cell: -Ragging related grievances are forwarded to the police station without any delay.
- Grievances related to alleged incidents outside the campus are not entertained in the college, except conveyance and security related grievances during the time of travel to and from the college.
- Each department maintains a minutes book stating the redressal of the complaints received.
- Any grievances received from girl students are taken seriously and forwarded to respective committees which are constituted as per government and university rules and regulations.



- Depending on the nature and gravity of the complaint, necessary action is taken by the principal.2 |
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Mode of submission

Students can lodge their complaints with the competent authority in person/ drop their complaints in the complaint box kept in the college/ submit them in online mode through the college website.

(Url:[St.Joseph'sCollege,Moolamattom\(google.com\)](http://St.Joseph'sCollege,Moolamattom(google.com))) or Url:[Grievance_Application.pdf\(stjosephscollegemoolamattom.ac.in\)](http://Grievance_Application.pdf(stjosephscollegemoolamattom.ac.in))).

Time frame of Grievance Redressal

The temporal duration taken to redress the grievances depends on the gravity and nature of grievances. The prospective time taken to redress grievances follows.

- Mild complaints lodged with the class tutor are resolved in the day of submission
- Grievances forwarded to the HoD concerned are resolved within two days from the date of submission
- Grave complaints forwarded to the principal/ lodged with the principal by students are resolved within a week of submission



COMPLAINT BOX

