



## Policy Document for Grievance Redressal Mechanism

### • *Preamble*

St. Joseph's College, Moolamattom, is committed providing an inclusive, respectful, and fair environment for all stakeholders. The College recognizes that conflicts and grievances may arise from time to time, and it is our responsibility to ensure that these issues are addressed promptly and effectively. The purpose of this policy is to provide a clear and transparent process for raising, investigating, and resolving grievances while upholding principles of justice, fairness, and confidentiality.

### • *Policy Statements*

A Grievance Redressal Mechanism operates in the college in order to settle the grievances of the students. 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 it 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 of justice from class teacher, he/ she approaches the HOD. If justice is denied there also, the matter will settle by the Principal. Inter-department complaints are forwarded to 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 Convener, 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 concerned 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.
- 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.

- ***Review Mechanism***

The policy of grievance redressal mechanism is reviewed periodically under the initiatives of the Monitoring Committee members and suitable modifications are made in line with the norms and regulations of the affiliating University and Government.

### **Authorized Signatory**

Principal

St. Joseph's College, Moolamattom

