

Policy Document of Grievance Redressal Cell

The Grievance Redressal Cell (GRC) of Sree Narayana College, Kollam is hell-bent on addressing all the grievances of students and staff confidentially as per the guidelines of UGC in a time bound manner with adequate, judicious, and prompt solutions. The cell initiates quick and unbiased actions as and when written complaints were received either from the students or teachers. The functioning of the cell is permeated in the college to develop a responsive attitude among students and teachers and to maintain a contented and harmonious educational ambience in the campus. The students can raise their grievances against any academic and non-academic matters within the campus through online mode or by dropping their complaints at the grievance/ suggestion box if they are unwilling to appear in person. The Grievance Redressal Cell has entrusted all the class tutors to inform the newly admitted students of every academic year about the functioning of the cell in the college and to conscientize them to openly state their grievances. The cell works in tandem with the counselling centre of the college whenever the situation demands and requests the college council to make necessary decisions during the time of exigencies.

Objectives: -

Grievance Redressal Cell is formed with a view to maintaining a conducive and congenial working ambience among students and teachers.

The cell is particular in addressing the complaints lodged by students fairly and impartially without any fear of them being victimised.

Functions: -

1. Quick and prompt actions should be taken for all academic and administrative issues, both by the students and the teachers. The cell addresses both oral and written grievances which initiated immediate action to resolve them after having discussions, detailed case analysis and study among its members within the committee under the direct purview of the college Principal.

2. The cell intends to maintain strict confidentiality, a responsive and accountable attitude to retain a harmonious educational ambience in the campus. Cases will be handed over by the committee to DLMC (Department Level Monitoring Committee) CLMC (College Level Monitoring Committee) and ULMC (University Level Monitoring Committee) depending on the nature and gravity of the issue concerned.

3. A complaint/suggestion box is placed at the administrative block for those who want to remain anonymous while lodging a complaint.

Scope: -

The Grievance Redressal Cell is holistic in its approach that its scope is extended far and wide to all the academic and non-academic matters of students and teachers.

Facilities: -

- A separate room is allotted to discuss the grievances to maintain the confidential nature.
- Complaint/Suggestion box is placed at the administrative block.
- Provision has been made to lodge online complaints.
- Details regarding the cell are displayed in the notice board for effective communication.

Procedures, Roles and Responsibilities: -

The coordinator will preside over the meeting.

She/He will intimate the committee for solving the grievances.

She/He will take part in the case investigation and finalize the recommendations.

Studies the suggestions received from suggestion box and report the same to the chairman of the committee.

The cell takes initiative in providing counselling to students who are being identified with behavioural problems.

Exclusions: -

Matters and decisions college council.

Grievances related to admission, assessment, scholarship, fee concession, awards etc.

Disciplinary matters of the college.