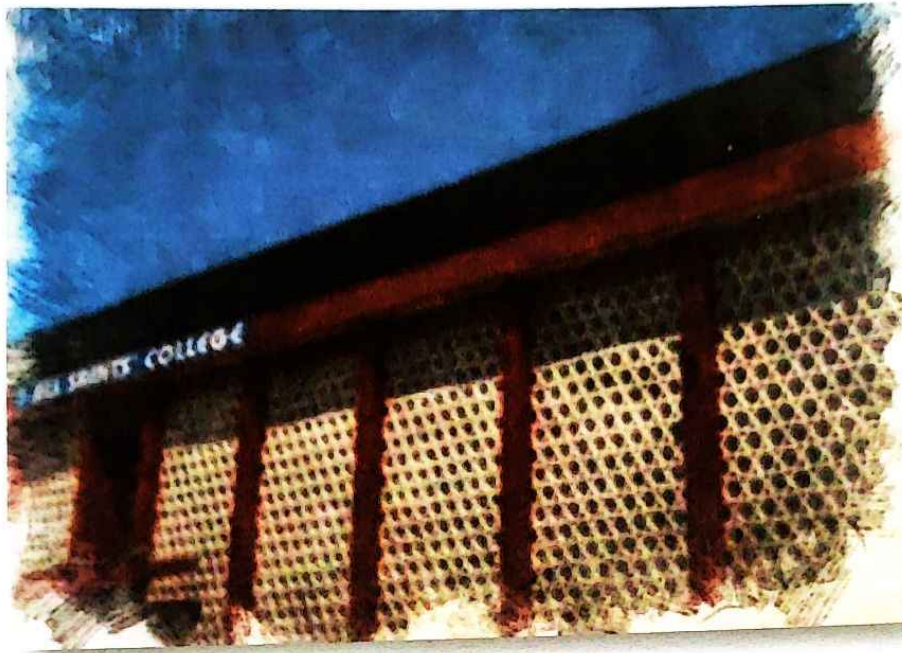




POLICY DOCUMENT



ALL SAINTS' COLLEGE

THIRUVANANTHAPURAM-695007

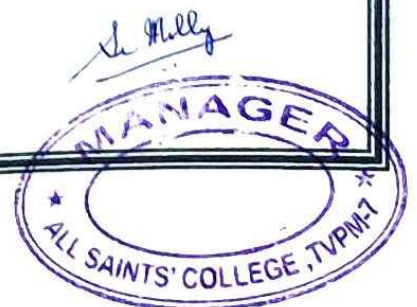
Re-accredited with 'A+' Grade by NAAC

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POLICY NAME		GRIEVANCE REDRESSAL			
APPLIES TO					
MANAGEMENT	✓	FACULTY	✓	NON-TEACHING STAFF	✓
STUDENTS	✓	PARENT/GUARDIAN	✓	STAKEHOLDERS	✗

Updated on 22.09.2023

Reshmi
PRINCIPAL
All Saint's College
Thiruvananthapuram





The Grievance Redressal Cell of the College aims to provide staff and students with a just and impartial mechanism to redress complaints and solve problems of academic and administrative nature and to co-ordinate matters between students and Departments. The Cell enables the staff/students to express their feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. Enquiry and analysis of the nature and pattern of the grievances are conducted in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias". The Grievance Redressal Cell thus promotes and maintains a conducive and unprejudiced educational environment in the college campus.

The Grievance Redressal Cell is instituted

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-teacher relationship and Student- Management relationship.
- To create a platform where students can voice their problems regarding academic, administrative and personal matters.
- To encourage student participation in policy and decision making in various college affairs.
- To assure that the grievance has been properly solved within a stipulated time period decided by the cell.

Grievance Redressal Procedure:

Meetings with the student representatives and staff coordinators of the Grievance Redressal Cell are conducted periodically to maintain a conducive and unprejudiced educational environment. Students can also submit their grievances in the suggestion box placed in the office. The grievances are reported to the Principal and the Management Representatives and measures for prompt redressal are taken. The actions for grievance redressal are taken at the earliest, (most appropriately within a week) depending on the nature of complaint.

In compliance with the stipulation of UGC (Redressal of Grievance of Students) Regulations 2023. Principal of college affiliated to University of Kerala are directed to



constitute students' Grievance Redressal Committee (SGRC) at college level with the following composition.

1. A Professor- Chairperson
2. Four Professors/ Senior faculty Members of the College as Members.
3. A representative from among student to be nominated on academic merit/ excellence in sports/performance in co-curricular activities Special Invitee.
 - At least one member of the chairperson shall be a woman and at least one member or the chairperson shall be women and at least one member or the chairperson shall be from SC/ST/OBC category.
 - The term of the chairperson and members shall be for a period of two years.
 - The term of the special invitee shall be one year.
 - The quorum for the meeting including the Chairperson, but excluding the special invitee shall be three.

In considering the grievances before it, the SGRC shall follow principles of natural justice. The SGRC shall send its report with recommendations, if any to the competent authority of the institution concerned and a copy thereof to the aggrieved student preferable within a period of 15 working days from the date of receipt of the complaint.

