

STUDENT GRIEVANCE POLICY



MARIAN COLLEGE
KUTTIKANAM
(AUTONOMOUS)

MAKING COMPLETE

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Establishment: 8 May 2012

Last Amended: 8 Oct 2014

Date Last Reviewed: 15 May 2019

Responsible Officer: Principal in collaboration with HODs/ Director or Dean of
School

Student Grievance Redressal Cell

A Grievance Redressal Cell (GRC) should be constituted for the redressal of the problems reported by the students of the college. GRC is responsible for investigating student grievances and resolving them as needed. Students on campus may use both online and offline modes to communicate their concerns with any academic or non-academic issue. The institution strives to resolve student grievances within a reasonable time frame.

Objective

Marian College has formed a grievance cell with the objective of ensuring the dignity of the institution by cultivating a healthy atmosphere in the college and fostering cordial student-student and student-teacher relationships. It reminds students of the college to uphold the right and dignity of one another, and to exercise extreme caution and composure whenever a dispute arises. Students who want to remain anonymous could write their grievances and suggestions for improving the academics and administration of the college in a suggestion/complaint box located in the administrative block.

Scope

The cell will also respond to written or online student grievances on either of the following issues: Administrative issues, such as fees and the distribution of government grants and scholarships; Academic issues with regard to examination, attendance etc. Other issues relating to discrimination based on Gender, Caste, SC/ST are also taken into serious consideration by the cell. Women's issues like sanitary conditions and Harassment issues too are addressed, which includes ragging and sexual harassment. Situations faced by students in the hostels with regard to ragging, food quality, sanitation are also addressed by GRC and appropriate decisions are taken after inquiry.

Various committees are constituted for the redressal of students. Grievances related to any of the issues may be communicated to the Marian grievance redressal committee at grievance@mariancollege.org or students can submit their grievances directly to the concerned committee or they can write grievances online through the **MCKA portal**. They can also contact the GRC members directly. All grievances shall be treated with absolute confidentiality.

Marian Grievance Redressal Mechanism

Grievances from students will be addressed as soon as they are received by the GRC. They'll deal with the cases that have been referred to them, along with other supporting documents. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell. The work flow of the functions of the GRC mechanism is depicted in Figure 1.

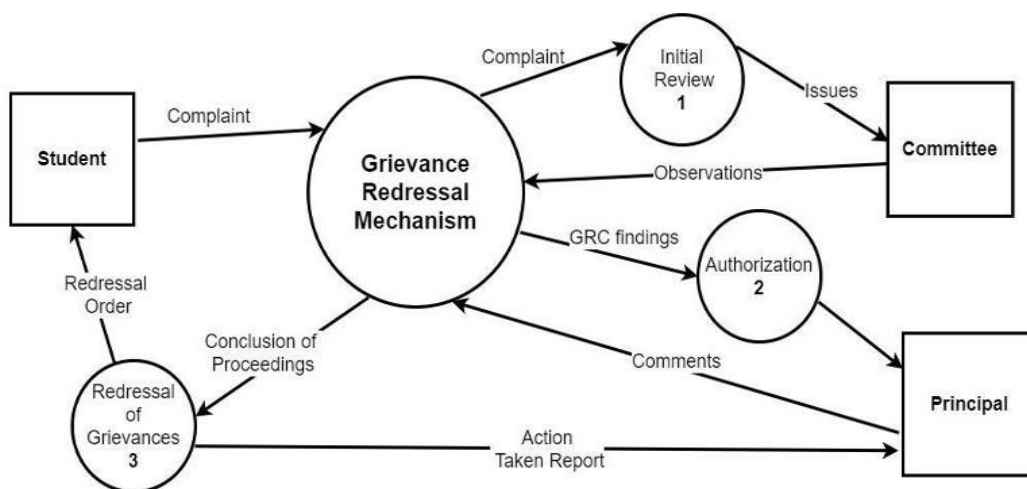


Figure 1: A Prototype for Marian Grievance Redressal System

The cell will formally review all cases, classify them, and forward them to the relevant committee on those matters, as well as collect and prepare statistical information on the number of cases received. If the grievances aren't resolved at that stage, they'll be referred to a higher-level grievances committee, who will try to address them. Finally, the cell will report to the principal/authority on the cases it has handled as well as the number of pending cases if any, that need higher authority's direction and guidance.

The Composition of the Student Grievance Redressal Committee is as follows:

- Principal
- Grievance Cell in-charge
- Two senior members of the teaching faculty nominated by the principal
- Student Representative: Chairman of the college




Principal