



# **MSTM ARTS AND SCIENCE COLLEGE**

(Affiliated to university of calicut )

**PERINTHALMANNA**

## **STUDENTS' GRIEVANCE REDRESSAL POLICY**

## **GRIEVANCE REDRESSAL POLICY**

The Grievance Redressal Cell (GRC) at MSTM arts and science college perinthalmanna is dedicated to addressing all grievances from students and staff confidentially, adhering to UGC guidelines, and ensuring timely, fair, and effective solutions. MSTM arts and science college promptly acts upon written complaints received from students or teachers, fostering a culture of responsiveness and harmony within the college community. Students have the option to raise concerns on academic or non-academic matters either online or by anonymously submitting complaints to the grievance/suggestion box. Additionally, class tutors are tasked with familiarizing newly admitted students with the MSTM college operations and encouraging them to voice their grievances openly. The MSTM college collaborates with the college's counseling center as needed and requests the college council's intervention during emergencies.

### **Objectives:**

- The Grievance Redressal Cell is established to cultivate a positive and harmonious environment for both students and teachers.
- It operates with a commitment to addressing student complaints in a fair and unbiased manner, ensuring that individuals feel secure in bringing forward their concerns without fear of reprisal.

### **Grievance and Redressal Cell Composition:**

1. Principal
2. Vice-Principal
3. Grievance and Redressal Coordinator
4. Member
5. Non-teaching Staff Member
6. Students

**Functions:**

1. Timely and decisive responses are imperative for addressing academic and administrative matters, involving both students and teachers alike. The cell diligently handles both verbal and written grievances, initiating swift action for resolution. Through thorough discussions, comprehensive case analysis, and collaborative deliberation within the committee, overseen directly by the college Principal, solutions are expedited effectively.
2. The cell is committed to upholding strict confidentiality, fostering a responsive and accountable approach to preserve a harmonious educational environment on campus. Cases will be referred by the committee to the DLMC (Department Level Monitoring Committee), CLMC (College Level Monitoring Committee), and ULMC (University Level Monitoring Committee) based on the nature and severity of the issue at hand.
3. A complaint/suggestion box is available at the administrative block for individuals who wish to maintain anonymity when submitting complaints.

**Scope:**

The Grievance Redressal Cell adopts a holistic approach, extending its scope comprehensively to address both academic and non-academic concerns of students and teachers alike.

**Facilities:**

- A dedicated room is assigned for the confidential discussion of grievances.
- A Complaint/Suggestion box is conveniently located at the administrative block.
- Online complaint submission is facilitated for added convenience.
- Comprehensive details about the cell are prominently displayed on the notice board to ensure effective communication.

**Procedures, roles and responsibilities:**

- The coordinator will lead the meeting, informing the committee of grievance resolutions.
- They will actively participate in case investigations and formulate recommendations accordingly.
- Additionally, they will review suggestions from the suggestion box and report them to the committee chairman.
- The cell takes proactive steps to offer counseling to students experiencing behavioral issues.

**GUIDELINES FOR GRIEVANCE REDRESSAL CELL****Grievance Resolution Strategy**

The Grievance Redressal Cell operates as a confidential entity dedicated to addressing the legitimate concerns of students across academic, administrative, and student service realms. Suggestions deposited into the grievance box are reviewed by the principal, who oversees the Grievance Redressal Committee. This proactive approach fosters a student-centric environment, nurtures robust stakeholder relationships, and cultivates an atmosphere conducive to effective teaching and learning.

- Academic grievances are handled by class teachers, subject instructors, and Heads.
- Clubs and associations-related complaints are managed by designated staff and student coordinators.
- Matters unresolved within the established channels are escalated to the Grievance Redressal Committee.
- Direct complaints on matters of common interest are welcomed.
- The suggestion box remains open for grievances on all college-related affairs.
- Urgent issues requiring immediate attention are addressed by the Committee in collaboration with staff, management, and parents.
- Collaborative efforts among stakeholders ensure prompt and efficient complaint resolution.

## **Grievance Redressal Procedure**

- A three-level system has been established to deal with all student grievances.
- Class level :The student mentoring system is utilized to deal with any personal grievances.
- Department level :Heads of departments and senior faculty resolve any complaints.
- College level : The Grievance Redressal Committee is responsible to address any issues