



HENRY BAKER COLLEGE, MELUKAVU

(Affiliated to Mahatma Gandhi University, Kottayam, Kerala)

A Christian Minority Educational Institution

Accredited by NAAC with 'A' Grade

An ISO 9001:2015 Certified Institution

GRIEVANCE REDRESSAL POLICY DOCUMENT

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Objectives

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
3. To investigate the reason of dissatisfaction.

Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Orientation Programs.
3. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the College Calender & Hand-book.

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

Academic issues pertaining to teaching, learning and evaluation activities.

Grievances related to library and IT services.

Grievances related to sports and cultural activities

The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in the Institution.

Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken.



PRINCIPAL
HENRY BAKER COLLEGE
MELUKAVU