

**MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**  
**BLOCK NO.8 MOGAPPAIR WEST CHENNAI 600 037**



**GRIEVANCE REDRESSAL POLICY**

## **ESTABLISHMENT:**

It is good to air grievance rather than to keep it bottled up. Protection of Human right is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell is initiated as per UGC guidelines.

Grievance Cell is intended to find solutions for problems faced by the students like Sexual, mental or physical Harassment and Complaints regarding class room teaching, teaching methods and infrastructure related issues.

The grievance cell convenes meetings periodically and takes steps to redress the grievance. Anyone with a genuine grievance may approach the Department staff or can meet the Grievance cell convener to express their concern.

If the student is unwilling to appear in self, grievances may be dropped in the suggestion box kept near Principals office or in the website where a provision for filing the grievance is provided.

## **OBJECTIVES:**

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among the stakeholder in order to maintain a harmonious educational atmosphere.

1. To develop a framework to resolve the grievances of students and other stakeholders.
2. To provide immediate access to students to post their grievances.
3. To institute a monitoring mechanism to oversee the functioning of Grievance redressal policy.
4. To identify systemic flaws in the design and administration and to seek solutions there on.
5. To uphold the dignity of the institution by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship.
6. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the campus.
7. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
8. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.

## **FUNCTIONS:**

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.

- To protect the privacy and confidentiality of all stakeholders during the investigation, consistent with and subject to the policy guidelines.
- To obtain the facts through relevant sources in a fair and objective manner.
- To work out a resolution of the issues involved with the parties named in the grievance application.
- To ensure speedy disposal of every grievance application – it is addressed with a maximum period of one month of the receipt of application.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **GRIEVANCE REDRESSAL COMMITTEE:**

The committee will deal with all the Grievances directly which are related to the common problems at Institute level both Academic and Administrative. The following are the members of the Committee.

- 1. Principal – Chairperson**
- 2. Rev.Sr. Celin Maria D.M. – Counsellor - Convener**
- 3. Vice Principal Shift I – Co-convener**
- 4. Vice Principal Shift II – Co-convener**
- 5. Staff Representative - Member**
- 6. Staff Representative - Member**
- 7. Staff Representative - Member**

### **PROCEDURE FOR FILING FORMAL COMPLAINT/GRIEVANCE:**

1. Any stakeholder may lodge a complaint.
2. Complaint may be oral or in writing. If the complaint is oral, it will be authenticated by receiving a written complaint under his / her signature as soon as possible.
3. If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Principals office. The grievance can also be posted in the College website ([www.mgcchennai.ac.in](http://www.mgcchennai.ac.in))
4. Students grievances can also be taken into consideration from the feedback posted by the students in IBOSS software which is collected for each semester.

### **PROCESS FOR ADDRESSING THE GRIEVANCE:**

1. Upon receipt of complaint, based on the nature of the complaint and severity of its possible impact, the Chairperson may address the issue directly with the help of the concerned department

2. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
3. Once the matter has been resolved the Chairperson will send a final update to the complainant on the matter.
4. For matters of very serious concern the Chairperson may also call for a meeting of the GRC.
5. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
6. The Chairperson of the Committee will communicate the decisions to the concerned parties/Departments and a copy of the case and decision will be sent to the management.
8. The Chairperson will maintain an updated record of all complaints, actions taken and closure status.
9. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

