



GRIEVANCE REDRESSAL POLICY

In view of the guideline by University Grants Commission and vision of Deva Matha College, the college has established a systematic mechanism for the redressal of students' grievances through Grievance Redressal Cell (GRC). The function of the cell is to look into the complaints lodged by students, individually or collectively and judge its merit. The cell is indented to find solutions for problems like sexual harassment, any kind of physical or mental harassment and non-academic issues. Whenever the above mentioned problems arise, the student/s can approach the teacher in-charge or the Head of concerned the Department. If the problem doesn't get solved at that level, the matter may be reported to the Principal, who can refer it to the GRC. Student/s can directly report the complaint to any member of the GRC.

Objectives

The main objectives of the Grievance Redressal cell includes.

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and healthy educational atmosphere in the campus.
- To develop an organizational framework to resolve grievances of students.
- To maintain gender equality and create the sense of veneration and to respect the right and dignity of one another.
- To encourage the students to express their grievances and problems freely and frankly, without any fear of being victimized.
- To develop a habit to show at most restraint and patience whenever any occasion of rift arises.

Procedure for Lodging Grievance

- Any single student or a group of students collectively can lodge a complaint to any member of the GRC..
- Complaint should be made to the Principal or directly to the Grievance Redressal Cell.





- Complaints regarding evaluation (Academic) shall be brought to the teacher concerned. If the student is not satisfied with the decision of the concerned teacher, she/he may appeal to the Department Redressal Cell, which consists of HoD, the teacher in-charge of concerned class and the teacher against whom the complained is made as members. The student shall also have the right to make a further appeal to the college level Grievance Redressal Cell.
- Complaint may be in written format.
- Upon receipt of the complaint by any member of the GRC, the member should forward it to the Secretary of the cell.

Process of Addressing the Grievance

After receiving complaint, the Secretary of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately. Based on the nature of the complaint and its severity of its possible impact, the Secretary can take any one of the two options for addressing the grievance.

I. Option 1. (can be practiced for simple matters)

- The Secretary of the Committee may address the issue directly with the help of the concerned department.
- Once the matter has been resolved the Secretary will send a final update to the complainant on the matter.

II. Option 2. (can be practiced for matters of very serious concern)

- The Secretary may call for a meeting of the GRC and the quorum for the meeting is 3.
- The committee, if required can call for a deposition by the complainant and the person/persons/representatives from the department against which the complaint has been made.
- Finally, the committee's decisions should be communicated within 15 days to the concerned parties through e-mail or any other media.

The Secretary will maintain an updated record of all complaints, actions taken and closure status. In case the complaint has been made against a member of the GRC, the concerned member will be barred from participating in any proceedings till the case has been closed. The committee can recommend appropriate action against the complainant/s if the complaint made are baseless.

