



**DE PAUL INSTITUTE OF
SCIENCE & TECHNOLOGY, ANGAMALY
(DiST)**

GRIEVANCE REDRESSAL POLICY



1.0 Introduction

The reputation of each institution is based upon effective addressing and resolving of grievances of the members of that institution. There should be a proper mechanism to address and analyse the queries and worries of stakeholders. De Paul Institute of Science and Technology, Angamaly (DiST) has created a mechanism for redressal of all type of grievances related to academic and non-academic matters, such as assessment, victimization, attendance, conducting of examinations etc.

1.1 Objectives of Grievance Redressal Committee

The purpose of Grievance Redressal Committee is to consider all types of grievances of its students and for its prompt redressal.

The objectives of the Grievance Redressal Committee are as stated below:-

- To promote strife free relationships among students themselves
- To establish a cordial relationship between teacher and student and also to support healthy and interactive bondage among staff themselves
- To create an environment in which everyone in the campus can express their grievances freely and frankly, without any fear of being victimized.
- To ensure rapid action against any type of illegal activities in the campus.

All Grievances will be considered and will be enquired into by the Department grievance redressal cell who will take necessary steps to resolve the issues within a reasonable time frame. If the matter is not resolved at the initial reference level it may be referred to college grievance redressal committee specifically constituted for the purpose whose finding and report shall be the final resolution to the grievance.

1.2 Grievance Redressal Committee

1.2.1 The composition of the College level Grievance Redressal Committee (CLGRC) is as under:

- Chairman - Principal
- Management Representative – Vice Principal
- Convener –Professor\ Senior Staff
- Member 1 – Associate Professor \Another Senior Staff

- Lady Representative – Teaching or no Teaching Lady staff

1.2.2 The composition of Department Level Grievance Redressal Committee (DLGRC) is as under:

- Head of Department – Chairman
- Two senior faculty members including one lady faculty member - Member
- The concerned faculty mentor - Member

Both these committees will deal with all grievances related to academics and administration. In addition, the College level committee will also entertain the appeal filed against the decision of the student against the department Level Grievance Redressal Committee.

1.3 Functions

- Using Complaint Boxes students can remain anonymous, and writing their grievances and suggestions to improve the academics/administration in the College.
- Students can lodge a complaint either to a faculty member or they can use complaint boxes.
- Everyone can personally approach to any member of the committee or can send an email for grievances of any sort.
- The cases will be attended promptly on receipt of grievances from anyone.
- The committee will review all cases and will act officially accordingly as per the Management policy.
- The committee will give report to the management about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- The complaints received from the feedback forms are analyzed and solved.
- At the end of every academic year, a general feedback is collected from all students and staff members. The grievances mentioned in these set of feedback forms will be analyzed in academic retreat ‘Renaissance’. Proper actions will be taken based on the discussion in the retreat.