



St Joseph College of Communication

Media Village, Changanassery
Affiliated to Mahatma Gandhi University, Kottayam, Kerala

Vision: Transforming Media for a Wholesome World

Founded in 2004

Grievance Redressal Policy

Responsible Executive	Chairperson: Grievance Redressal Committee, St Joseph College of Communication
Responsible Office	Principal Office, St Joseph College of Communication
Date Issued	November 2020
Date Last Revised	November 2023
Code	SJCC/ADMP/12/23

1. Statement of Policy

St. Joseph College of Communication, Changanassery is committed to fostering an environment where every student feels heard, valued, and respected. Our Grievance Redressal Policy is designed to provide a clear and fair process for addressing any concerns or complaints that may arise on the part of the students during their time at our institution. By establishing this policy, we aim to ensure that grievances are resolved promptly and effectively, promoting a positive and supportive educational experience for all. Whether it's academic issues, administrative concerns, or personal matters, our goal is to maintain open lines of communication and uphold the highest standards of integrity and accountability.

2. Definition of Grievance

A grievance is defined as a formal written or online document submitted by a student against the institution, alleging possible non-compliance with institutional policies and procedures. A grievance may be submitted if a student believes that a process was not followed correctly.

Each grievance will be carefully and individually considered, and every effort will be made to resolve issues to the satisfaction of all parties within a reasonable timeframe. If the matter is not resolved at the initial reference level, it may be referred to an appellate or higher

authority specifically constituted for this purpose. The findings and report of this authority will constitute the final resolution to the grievance.

3. Objectives

- To provide a transparent, equitable, and impartial process for addressing student grievances.
- To foster open and effective communication between students, faculty, and administration.
- To create a supportive environment where students feel safe to express their concerns without fear of retaliation.
- To ensure timely investigation and resolution of grievances, minimizing disruption to students' academic and personal lives.
- To protect the privacy of all parties involved in the grievance process.
- To use feedback from the grievance process to improve policies, practices, and the overall student experience.
- To adhere to university guidelines and legal requirements in the grievance handling process.

4. Grievance Redressal Committee

The grievance redressal committee is constituted as follows:

- VicePrincipal
- Senior faculty
- Staff secretary
- Staff Representative
- HoDs
- Student Welfare Officer

- Woman Representative
- SC/ST/OBC Representative
- Student Representative as a special invitee
- Management Representative

The cell looks into the grievance and makes its recommendations to the Principal. The Students Grievance Redressal Committee shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances
- Grievances related to infrastructure and facilities such as library, canteen, studios and IT services.
- Grievances related to extracurricular activities such as sports, cultural, extension and outreach programs etc.

5. Grievance Redressal for Academic Matters

To address grievances related to academic matters, we have a four-level redressal mechanism.

1. Complaints should first be brought to the attention of the relevant teacher.
2. If the student is not satisfied with the teacher's response, they may appeal to the Departmental Redressal Cell, which includes the Head of the Department, the class teacher, and the teacher involved in the complaint.
3. If the issue remains unresolved, the student can further appeal to the Principal, who will forward the complaint to the College Level Grievance Redressal Cell. Complaints can be submitted through the college website or by scanning the QR code available on all floors of the college.
4. If still unsatisfied, the student can appeal to the University Level Grievance Redressal Cell, whose decision is final.

6. Grievance Redressal for Non-academic Matters

For grievances related to non-academic issues, students may approach the Teacher-in-Charge, Department Head, or Student Welfare Officer. If the issue is not resolved at this level, it can be reported to the Principal, who will refer it to the Grievance Redressal Cell.

7. Approval & Review Details

Approval Authority:

Executive Director, St Joseph College of Communication

Officer In-charge:

Chairperson: Grievance Redressal Committee, St Joseph College of Communication

Approved on: November 2023

Next Review Date: November 2024

8. Feedback:

Stakeholders may provide feedback about this document by e-mailing IQAC.