



# St. Joseph's College of Arts & Science

(Autonomous)

Affiliated to Annamalai University, Annamalai Nagar

Recognised under section 2(f) and 12(B) of the UGC Act, 1956 | A Christian Minority Institution

St. Joseph's College Road, Manjakuppam, Cuddalore - 607 001.

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## STUDENT GRIEVANCE REDRESSAL POLICY

### 1. Introduction

The Student Grievance Redressal Policy is formulated to provide a fair, transparent, and structured mechanism to address grievances raised by students of the autonomous college. The policy aims to ensure a respectful, responsive, and non-discriminatory environment, contributing to a positive academic and campus experience.

### 2. Objectives

The key objectives of the grievance redressal policy are:

- To ensure prompt and impartial resolution of student grievances.
- To foster a healthy and safe learning environment for students.
- To enhance accountability and transparency within the institution.
- To maintain a clear and systematic process for the redressal of grievances.

### 3. Definition of Grievance

A grievance refers to any concern, complaint, or issue raised by a student relating to:

- Academic matters (course delivery, evaluation, examination, etc.).
- Administrative issues (hostel, transport, library, etc.).
- Financial matters (scholarships, fees, refunds, etc.).
- Infrastructure and facilities.
- Harassment or discrimination based on gender, caste, religion, or disability.
- Issues related to discipline, unfair treatment, or misconduct by faculty/staff.

### 4. Scope

This policy applies to all students (including regular, part-time, and research scholars) enrolled in the college and covers both academic and non-academic grievances.

### 5. Grievance Redressal Mechanism

#### 5.1. Grievance Redressal Committees

##### 1. Class Level Committee (CLC):

- Chairperson: Class Advisor / Mentor
- Members: One student representative from each section
- Role: First-level resolution for minor grievances.



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## 2. Department Level Committee (DLC):

- Chairperson: Head of the Department (HoD)
- Members: One faculty member and two student representatives
- Role: To address grievances escalated from the Class Level Committee.

## 3. Institution Level Grievance Redressal Committee (IGRC):

- Chairperson: Principal / Director
- Members: Dean of Academics, Chief Warden (if hostel issue), Controller of Examinations, and two senior faculty members
- Role: Final resolution body for grievances that remain unresolved at the departmental level.
- Student representatives may also be included where appropriate, except in sensitive matters.

## 4. Anti-Ragging and Sexual Harassment Committees

- Grievances related to ragging or harassment will be referred to these specialized committees.

## 5.2. Procedure for Filing a Grievance

### 1. Informal Resolution:

- Students are encouraged to initially address their grievance informally with the concerned individual or faculty member.

### 2. Formal Submission:

- If the issue remains unresolved, the student may submit a written grievance to the Class Level Committee or directly through the online grievance portal/email.

### 3. Escalation:

- If the CLC fails to resolve the grievance within 7 working days, the matter is escalated to the Department Level Committee.
- If unresolved at the departmental level within 10 working days, the grievance will be forwarded to the Institution Level Committee.

### 4. Response Time:

- The Institution Level Committee will address the grievance within 15 working days from the date of escalation.

## 5.3. Redressal Process Flow

### 1. Acknowledgment:

- The committee acknowledges the grievance within 48 hours of receipt.

### 2. Hearing:

- The concerned student is given an opportunity to present their case.
- Both parties (student and respondent) may be called for a hearing.

### 3. Investigation:

- The committee conducts an inquiry, reviews relevant documents, and gathers information from witnesses, if needed.



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#### 4. Resolution:

- Based on the investigation, a decision is communicated to the student and concerned parties.

#### 5. Appeal:

- If the student is unsatisfied with the resolution, they may appeal to the Principal within 7 days of receiving the decision.

#### 6. Guidelines for Committees

- All grievances will be handled confidentially and impartially.
- Grievances must be resolved in a timely manner with proper documentation.
- The committees will ensure there is no retaliation against students who raise grievances.
- Committees will promote fairness and avoid conflicts of interest in decision-making.

#### 7. Use of Technology

- Online Grievance Portal: A dedicated online platform for students to submit grievances and track their status.
- Email Support: Students can submit grievances via a designated email.

#### 8. Monitoring and Review

- The Institution Level Grievance Redressal Committee will meet twice a semester to review the types of grievances received and assess the effectiveness of redressal mechanisms.
- A report on grievances and actions taken will be submitted annually to the Governing Council as part of the institution's quality assurance process.

#### 9. Confidentiality and Protection

- All grievances will be treated with utmost confidentiality.
- No student shall face discrimination or victimization for filing a grievance.

#### 10. Awareness and Communication

- The policy will be communicated to students during the orientation program.
- It will also be published on the college website and displayed on notice boards.

#### 11. Conclusion

This Policy is designed to promote student welfare by ensuring a supportive and collaborative environment. The institution is committed to resolving student grievances promptly and in a just manner, reflecting our core values of equity, inclusion, and transparency. This aims to uphold the dignity and well-being of students at all times.

  
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