



Policy for Grievance and Redressal


P. K. M. College of Education, Madampam



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POLICY

Area: Students Support

Policy no: POL014/GR/PKM/2019

Title: Policy for Grievance and Redressal

Policy owner: Principal

POLICY STATEMENT

We are dedicated to having an open and efficient grievance redressal procedure at our College. Faculty and staff are encouraged to report issues as soon as they arise. Grievances will be heard in a private, unbiased manner and settled in a fair amount of time. All stakeholders are guaranteed a positive educational experience and on-going progress through regular feedback and a friendly environment.

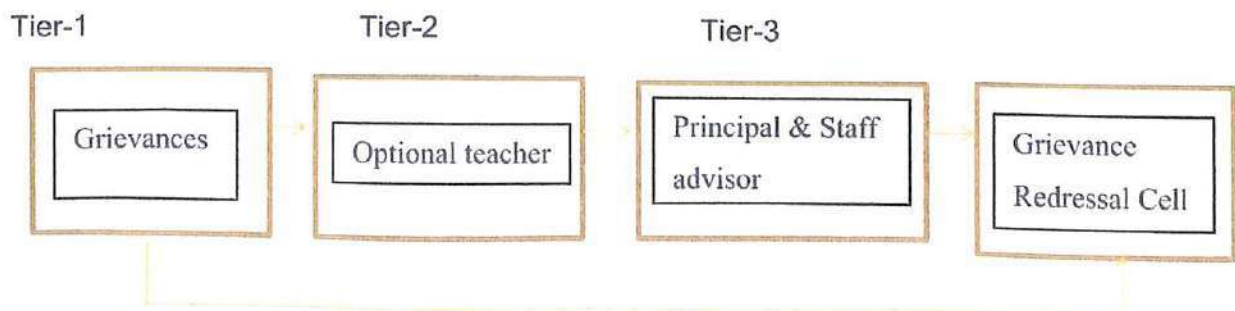
OBJECTIVES

- ❖ To create a mechanism that hears complaints in an unbiased manner, guaranteeing that everyone in the college community is treated fairly.
- ❖ By resolving disputes and issues, you may establish and preserve a welcoming and happy work and learning environment.
- ❖ Promote a sense of trust and collegiality among college students by working together to resolve conflicts.

STRUCTURE OF GRIEVANCE REDRESSAL CELL


College has constituted a three-tier system of addressing the grievances of students and teacher in the most positive and healthy manner.

For Students



- Grievances are dealt by the concerned optional teacher(tier-1).

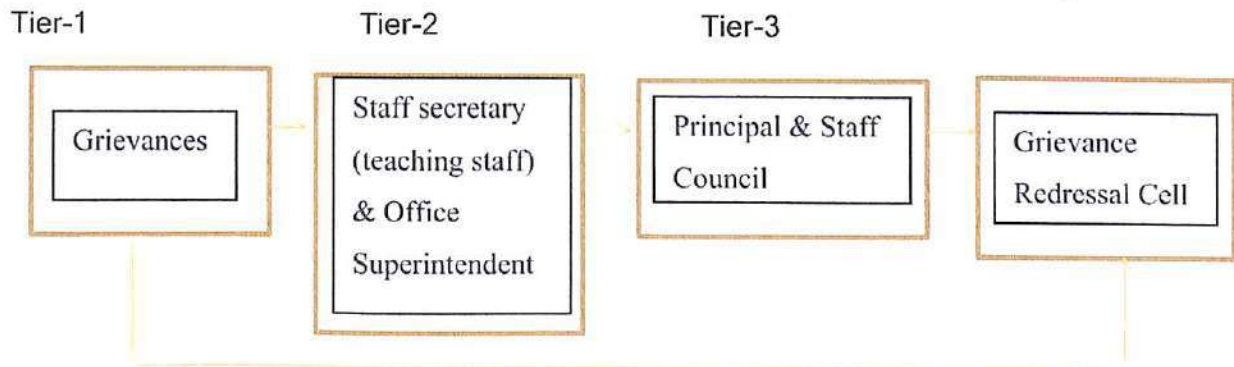



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- If the complaint is not settled, student can approach the tier-2 which consists of Staff advisor and the principal.
- If the grievances are not settled there also, they can approach the grievance Redressal cell (tier-3) which consists of convener(Principal), joint convener and two committee members.
- Apart from this, the student can also approach the grievance Redressal cell directly in case of personal and common problems.

For staff


In case of grievance of teaching and non-teaching staff also, we have three-tier system.



POLICIES ADOPTED

- ❖ The Grievance Redressal cell kept a grievance box where students can put their grievance.
- ❖ Such grievances are taken up by the grievance redressal cell.
- ❖ Grievance Redressal committee meets on regular basis
- ❖ Students' grievances are addressed within 7 days of receiving the complaint.




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APPROVAL AND REVIEW DETAILS

Approval Authority	Governing body
Administrator	Principal
Approved on	10-05-2019
Next review date	May 2024

Principal

Nb: Any updates or revisions required for the policy within the policy period, can be carried out by IQAC on approval by the Principal.




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