



# **KURIAKOSE ELIAS COLLEGE MANNANAM**

Affiliated to Mahatma Gandhi University, Kottayam  
[www.kecollege.ac.in](http://www.kecollege.ac.in) | [kecollegemnm@gmail.com](mailto:kecollegemnm@gmail.com)



## **GRIEVANCE REDRESSAL POLICY**



## **GRIEVANCE REDRESSAL POLICY**

The policy is designed (in conformity with the UGC regulations 2023 on Redressal of Grievances of Students) to provide a structured and fair process for addressing and resolving complaints or concerns raised by students and staff within the college. This policy aims to ensure that grievances are handled promptly and effectively, promoting a positive and supportive environment.

### **Objectives**

- To provide a clear and accessible process for raising and resolving grievances.
- To ensure that all complaints are handled fairly, transparently and in a timely manner.
- To maintain a positive institutional environment by addressing issues and concerns effectively.

### **Policy Statements**

- The Grievance Redressal Policy is accessible to all, ensuring that information on how to make and resolve complaints is readily available. This policy is posted on the website and available at the college office.
- Grievances can be submitted in writing or through an online portal and should include relevant details, such as the nature of the complaint, dates, names of individuals involved and any supporting evidence.
- An initial review will be conducted to determine if the grievance falls within the scope of the policy and if it requires further investigation.
- An investigation will be carried out by the Grievance Redressal Committee, ensuring impartiality and confidentiality. Both the complainant and the respondent will be given an opportunity to present their sides of the issue.
- Based on the findings of the investigation, appropriate actions or remedies will be proposed. The outcome of the grievance process will be communicated to the complainant and the respondent.
- Written records of the grievance and its resolution is maintained.

### **Implementation**

Below are the typical components of a Grievance Redressal Committee

1. The complaint letter or email should contain the complainant's name, address, and contact details, along with copies of supporting documents, where applicable. All complaints shall be registered in the Grievance Register of the college and assigned a unique reference number.



2. If the grievance is resolved within three working days, the resolution shall be communicated along with an acknowledgment to the complainant. Complaints shall be addressed as quickly as possible and within a maximum of 30 days of receipt.
3. All complaints pending resolution for more than two weeks from the date of acknowledgment shall be escalated to the next higher level of authority within the college. Escalated cases will be dealt with and monitored by the principal and the convenor of the Grievance Redressal Committee of the college.
4. Complaint details will be kept confidential and shared with other organizations or regulatory authorities only in accordance with relevant laws. The subscriber will be kept informed about such sharing. Information will otherwise be shared only with written consent from the subscriber and only if the input of an external agency or organization is necessary for resolving the complaint.
5. All complaints shall be monitored and marked as closed only after the subscriber's grievance has been resolved.

By implementing a comprehensive Grievance Redressal Policy, the college can develop a supportive environment where concerns are addressed constructively, ensuring fairness and transparency in handling issues that arise within the community.