



Holy Family College of Education for Women
Koduvayur - 678 501, Palakkad Dt., Kerala.
(Affiliated to University of Calicut and Recognised by NCTE)

Accredited by NAAC with 'B' Grade.

WEBSITE : www.holyfamilycollegeofeducation.com

Phone No.(LL) : 04923 252530

E-mail : chfholyfamilycollege@gmail.com

Mobile : 9207053996

GRIEVANCES AND REDRESSAL POLICY

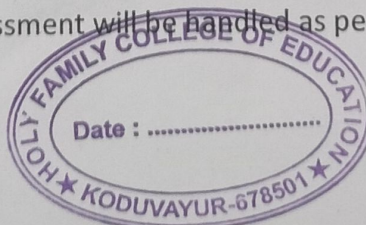
In compliance with the UGC regulations, the College has constituted a Student Grievance Redressal Cell act as a platform where student can lodge complaints against any grievances inside the campus and can also lodge complaints of harassment and victimisation outside the campus .

The Student's Grievance Cell aims to promote and maintain a conducive and unprejudiced educational environment where students have the freedom to complete their academic life in peace.

OBJECTIVES

A Grievances redressal committee is constituted for the redressal of a problems reported by the students of the college with the following objectives

1. To implement the regulations of UGC with utmost compliance
 2. To established a forum for initiating and pursuing the grievance procedure
 3. To ensure a democratic, conflict free environment in the college campus
 4. To promote cordial student- student relationship and student- faculty relationship
 5. To help the students in various personal and educational related grievances
 6. To encourage the students to express their grievances freely and frankly without any fear of being victimized.
 7. To redress the problems reported by the students of the college
 8. To make the institution student friendly
 9. To convene periodical meeting to discuss whether the grievances have been settled.
- Any form of ragging is strictly prohibited in and outside the institution. Any violation of ragging or disciplinary rules should be urgently brought to the notice of the principal.
 - Complaints regarding sexual harassment will be handled as per government guidelines.





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SCOPE OF THE GRIEVANCES

Grievances may be related to any of the following matters:

- Academic Matters – Issues related to assessment, attendance, marks, and other examination related matters
- Financial Matter – Issues related to charging of fees, scholarships and payments
- Administration Matters – Issues related to infrastructure, basic amenities, sanitation, transport or victimization
- Harassment and Ragging by colleague students or teachers

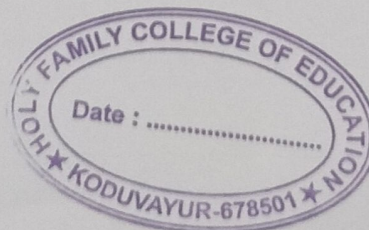
MECHANISM FOR REDRESSAL

Procedure for complaint lodging

1. Students can address the grievances to their concerned teachers or mentor
2. Students can register their grievances in writing and drop them in the suggestion box located in the main campus for this purpose.
3. Students can lodge their complaints directly to the Principal.

Procedure for action taken

The Cell after verifying the facts will try to redress the grievance immediately, preferably within 7 days of the receipt of application of the student. The cell may call upon the concerned people as and when required. The decision of the Grievance Committee shall be communicated to the applicant at the earliest.





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ORGANIZATION WIDE AWARENESS

- Displaying the grievance registration mechanism
- Digital sign boards
- Posters in prominent places of the campus

COMPOSITION OF COLLEGE GRIEVANCE & REDRESSAL CELL

Principal- Chairperson

Faculty – Co-ordinator

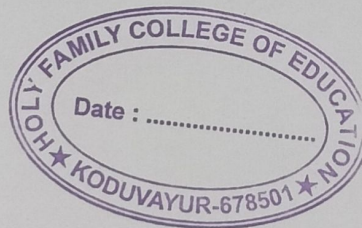
Faculty – Member

Faculty -Member

Student Union Chairperson

Student Union Vice Chairperson

Sr. Valsa



Dr. Sr. Valsa
Principal
Holy Family College of Education
Koduvayur (P.O)
Palakkad- 678 501