



MES MAMPAD COLLEGE
(AUTONOMOUS)

(Accredited by NAAC with A grade)
Affiliated to University of Calicut

Institutional Policy

Grievance Redressal Policy

GRIEVANCE REDRESSAL POLICIES

MES Mampad College has its own Grievance Redressal Cell. Any student of the College distressed by any acts of misconduct or ragging as defined can approach the Student Grievance Redressal Cell at the College. Further, any student who is aware of any violations must report the same to the Cell. The function of the cell is to look into the complaints lodged by any student and judge its merit. The Grievance Cell is also empowered to look into matters of harassment. The institution aims at solving the grievances of the students within a week. The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and educational atmosphere in the institute. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance box. The complaints are solved by the grievance Cell members accordingly.

There shall be a separate committee for Examination; all examination related grievances including exam registration, revaluation, special exams etc should be handled by the Examination Grievance Redressal Cell. Controller of the Examinations shall be the convener of the Examination Redressal Cell. Complaints regarding examinations are to be addressed to the Controller of the examinations and adequate measures should be taken.

Objectives of the Grievance Redressal cell are:

1. To provide adequate and ample platforms for its different stakeholders to raise their Grievances.
2. To provide adequate measures to address the suggestions regularly gathered from the Suggestion boxes placed at different blocks of the college.
3. Encouraging the Students to express their grievances/problems freely and frankly without any fear of being victimised.
4. To develop a responsible and cordial Student-Teacher and Student-Student relationship.

5. To conduct frequent meetings to monitor the grievance redress activities of the institution.
6. To take adequate measures to collect the grievances from students regarding attendance in curricular and co-curricular activities.
7. The students may lodge grievance about any academic and non- academic matters related to examination and related affairs.

The cell will deal with Grievances received in writing from the students about academic matters, financial matters, personal matters and other matters.

