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**MAR ATHANASIOS COLLEGE FOR ADVANCED STUDIES TIRUVALLA
(MACFAST)**

POLICY DOCUMENT FOR GRIEVANCE REDRESSAL



POLICY DOCUMENT

Grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the institution that a student or employee thinks or even feels is unfair, unjust, or inequitable.

Aim:

- The aim of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its employees, students and their parents / guardians.
- To bring about transparency in administration and to ensure an unhindered process of teaching and learning in the Institution and to address the grievances of all the stakeholders (students, teaching staff, and administrative staff), it is important to establish a Grievance Redressal Committee to weed out any grievement, which may arise due to biasness based on religion, caste, colour, gender, linguistic origin or region or age.

1. Types of Grievance (The list is not comprehensive / exhaustive and issues as other may emerge would also form part of it)

(1) Faculty Grievances

- a) Against an action of Peer Group, Head of Department , Dean
- b) Against the conduct of any officer or support staff
- c) Matters related to service conditions, performance appraisal, promotion, pay and allowances etc.
- d) Facilities at work place
- e) Against library functioning
- f) Against common services such as transportation, canteen, medical facilities etc.

(2) Staff grievances

- a) Grievances against Human Resource, Administration & Finance departments
- b) Action of any member of the faculty or staff
- c) Against the reporting officer
- d) Common services such as transportation, canteen, medical, etc.
- e) Facilities at workplace.

(3) Student Grievances:

I. Grievances of Academic Nature

- a) Curriculum content, Quality, Course material
- b) Class scheduling / Time table
- c) Issues related to student progress such as internal assessment, attendance norms / relaxation.
- d) Inadequacy / non-availability of learning resources such as library books & journals, lab equipment, IT facilities, maintenance issues, etc.



II. Grievances against Faculty (Including Heads of Departments)

- a) Curriculum delivery and quality of Teaching
- b) Regularity and punctuality
- c) Any discrimination / victimization of students

III. Grievances Regarding Internships and Placements

- a) Discrimination regarding selection for summer internship
- b) Grievance regarding discrimination or non-adherence of placement rules and procedures

IV. Non-Academic Grievances (Amenities and Services)

- a) Deficiency in common services such as transportation, canteen, medical, etc.
- b) Quality of food and hygiene in hostels and mess
- c) Extra-curricular activities and facilities
- d) Student financial aid
- e) Student travel concession
- f) Identity card and uniform related

V. Grievances Related to Financial Matters

- a) Fees and dues
- b) Fees concessions
- c) Scholarship
- d) Refunds

VI. Student to Student Grievances

- a) Conflicts between students of same course / class
- b) Intra College conflicts
- c) Inter College conflicts

2. Procedure for Redressal of Grievance

(1) Informal resolution before an issue becomes a formal grievance

- a) Complainants will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions / counseling.
- b) Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

(2) Grievance handling and resolution mechanism

- a) Matrix for Grievance Redressal mechanism for student, faculty and staff is attached to these regulations.
- b) The grievance Redressal mechanism has three levels of Grievance Redressal of which, Level-III is the Final Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority, as specified in the Matrix.



(3) Procedures / stages in Redressal of Grievances

The following procedure can be utilized by students/ faculty members / non-teaching staff to submit a grievance of any kind,

- a) Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority.
- b) The authority concerned will start the Redressed process within two working days of receipt of the matter
- c) The designated authority may allow an opportunity to the complainant to formally present his / her case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- d) The Authority concerned will then endeavor to resolve the grievance as soon as possible, but within maximum of 5 days and convey the outcome / action taken to the complainant or forward the same to level – 2 authorities.
- e) The Level 2 authority may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
- f) Wherever required, the Institution will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- g) The complainant may approach / appeal to the next higher level, in case he / she receives no response from either level 1 or level 2 handling officer, or where the complainant finds the response not being satisfactory.
- h) The Level-III Authority will convey its decision within five working days from receiving the appeal.
- i) The decision of the Level-III Authority will be final, and no further appeal will be entertained under any circumstances.

(4) Safeguarding Confidentiality

- a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of this procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this process and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeals process.



Grievances of Students / Teaching Staff / Administrative Staff

Name of Grievances	Level-I Grievance Handling Authority	Level-II Grievance Handling Authority	Level-III Grievance Handling Authority
Academic nature <ol style="list-style-type: none"> 1. Registration / Re-Registration 2. Academic quality Course material 3. Inadequate learning Resources 4. Co – Curricular Activities 	HoD	Academic Director	Administrative Council
Against Faculty <ol style="list-style-type: none"> 1. Academic delivery and quality 2. Regularity and Punctuality 3. Any discrimination / victimization of student 4. Attendance. 5. Class time table 6. Students Records 	HoD	Grievance Redressal Cell	Administrative Council
Internship and Placements <ol style="list-style-type: none"> 1. Discrimination in Internship Selection 2. Discrimination or non-adherence of placement procedure / rules 	HoD	Placement Committee	Administrative Council
Amenities and Services <ol style="list-style-type: none"> 1. Common Services (Transportation / Canteen) 2. Co-curricular facilities 3. Travel Concessions 4. Identity Cards 	HoD	Administrator	Administrative Council
Hostel related Grievances <ol style="list-style-type: none"> 1. Quality of Food and Hygiene 2. Hostel Amenities 	Hostel Warden	Manager	Administrative Council
Finance related <ol style="list-style-type: none"> 1. Fees and Dues 2. Fees Concessions 3. Scholarships 4. Refunds 	HoD	Bursar/Manager	Administrative Council
Student to Student <ol style="list-style-type: none"> 1. Intra –Department Conflicts 2. Inter – Department Conflicts 	HoD/ Core Committee	Grievance Redressal Cell	Principal



Employee Increment/Promotion/working environment	HOD	Administrator	Administrative Council
Sexual Harassment	HoD	Internal Compliance Committee	Administrative Council
Non-teaching Staff/ Technical staff	Office superintendent	Administrator	Administrative Council

Date:


Principal

