

SREE NARAYANA COLLEGE

Karamcode P.O, Chathannur, Kerala- 691572




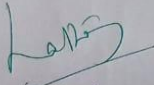
Affiliated to University of Kerala

NAAC accredited with 'B' grade

Email: snchthannur@gmail.com; Ph: 0474-2593312; Website: <https://snchathannur.ac.in/>



General policy document for students' grievance redressal mechanism

	SREE NARAYANA COLLEGE KARAMCODE P.O., CHATHANNUR, KERALA, PIN : 691572 Affiliated to the University of Kerala NAAC Accredited with 'B' Grade <i>Managed by the Sree Narayana Trusts, Kollam</i>	
Dr. M.S. Latha MSc. Ph.D, PDF Principal Mob : 9400648068 e-mail : latams@yahoo.com lathams2014@gmail.com	Phone : 0474 2593312 E-mail : snchathannur@gmail.com www.sncollegechathannur.com	
Ref. No. PL/3234/2023	Date.....12/04/2023	
<u>GENERAL POLICY DOCUMENT FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM</u>		
<p>The students can address their grievances regarding academic and non-academic problems within the college either through the college official website (https://snchathannur.ac.in), complaint/suggestion box or handover to the three concerned committees (Grievance Redressal cell, Anti-Ragging cell and Internal Complaint Committee) depending on the nature of grievance. The College has developed a transparent mechanism for the timely redressal of student related grievance.</p>		
<ul style="list-style-type: none">➤ To address any complaint from students, a three-tier grievance redressal system is functioning in the college – Tutor level, HOD level and Principal level.➤ The college council has the power to constitute the Students' Redressal Committee in the College. The grievance received from the students can be dropped into concerned committees depending upon the nature of the grievance and will be effectively resolved within a short period.➤ Students can be approaching the Grievance Redressal cell with grievances related to academic matters, health services, library services, or any other services provided by the institution.➤ Students can be approaching the Internal Complaint Committee with grievances related to sexual harassment, violence against women and ragging at the institution.➤ Students can be approaching the Anti-Ragging cell with grievances related to ragging issues. The mechanism is according to the rules of UGC, MHRD and GOI. The cell organizes awareness classes regarding ragging and related punishments to create awareness among students regarding the consequence of ragging. The grievances regarding anti-ragging are turned over to the SHO of police and will be followed the directions of Supreme Court.➤ Discussion of grievances will maintain professional standards of confidentiality. Students should be aware that information regarding the grievance procedure and the identity of the grievant shall be treated as confidential and can be viewed only by the members of the Committee, for the purpose of investigation.➤ If the grievant is not fulfilled with the decision taken by the committee, he/she may appeal to the principal and the grievance will be re-investigated by the Principal for a final decision. The principal will convey its decision within five working days of receiving the appeal or if necessary, it can be forwarded to the university level.		
		Principal Sree Narayana College Chathannoor

Mechanism for submission of online/offline students' grievances

The students can address their grievances within the college either through the college official website (<https://sncchathannur.ac.in/student-support/>), complaint/suggestion box or handover to the concerned committees depending on the nature of grievance. All the issues are discussed and resolved within a period of short time.



Complaint box for receiving offline grievances.