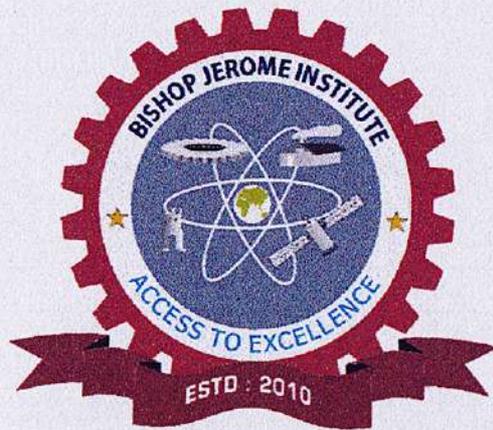


STUDENTS GRIEVANCE REDRESSAL POLICY



BISHOP JEROME INSTITUTE

Fatima College Road, Kollam 691001

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Student Grievances Redressal Policy

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STUDENTS

GRIEVANCE REDRESSAL POLICY

1) INTRODUCTION

Bishop Jerome Institute is committed to providing a supportive environment for all students. This policy outlines the process, procedure, and strategy for addressing student grievances, ensuring timely resolution, transparency, and fairness. The institution recognizes that an effective grievance redressal mechanism is key to maintaining a positive and conducive academic environment. This policy has been framed in line with the provisions of UGC Grievance Redressal Regulations, 2012.

2) PURPOSE

To provide a clear and structured mechanism to address and resolve grievances raised by students. It aims to ensure fairness, transparency, and efficiency in dealing with issues such as admission irregularities, financial aid delays, non-compliance with institutional policies, and other student-related concerns. The objective is to safeguard the rights of students and maintain a positive and harmonious academic environment through timely resolution of complaints.

3) SCOPE

This policy applies to all students enrolled at Bishop Jerome Institute, covering grievances related to academic, administrative, and other aspects affecting student life. The policy is designed to address issues in a fair and just manner, promoting a respectful and safe environment.

4) DEFINITIONS

4.1 Grievance

A grievance is defined as a formal complaint made by an aggrieved student. This includes issues such as irregular admissions, financial aid delays, non-publication of required information, delays in exam results, and discrimination, among other academic or administrative matters affecting the student's rights or well-being within the institution.

4.2 Grievance Redressal Committee (GRC)

The Grievance Redressal Committee (GRC) is a body formed within institutions like universities or colleges to address grievances raised by students. The composition of the committee varies at departmental, institutional, or university levels, involving senior faculty and representatives. They follow principles of natural justice and aim to resolve grievances within a specific time frame.



5) GRIEVANCE REDRESSAL COMMITTEE (GRC)

5.1 Composition

- **Chairperson:**
Principal/ Senior Professor nominated by the Principal
- **Members:**
Three senior faculty members nominated by the Principal.
- **Special Invitee:**
A suitable student representative nominated by the Principal based on academic excellence, sports achievements, or co-curricular involvement.

At least one member or the chairperson of the committee must be a female representative.

5.2 Tenure

Members will serve a term of two years and may be re-constituted. However, the tenure of the student representative will be only for one year.

5.3 Responsibilities

- Receive and acknowledge grievances from students.
- Organize meetings, review grievances, and propose appropriate solutions.
- Conduct investigations and gather relevant information and documents.
- Maintain records of grievances, their resolutions, and ensure the implementation of recommended solutions.
- Assure that the grievance has been effectively addressed and resolved within reasonable time limit.

6) ROLES AND RESPONSIBILITIES

6.1 Chairperson

- Facilitate meetings and ensure a fair investigation process.
- Communicate findings and recommendations to the college administration.
- Liaise with relevant stakeholders as necessary.



6.2 Faculty Representatives

- Participate actively in the investigation process.
- Provide insights into academic-related grievances.
- Support students in understanding the grievance process.

6.3 Special Invite (Student)

- The special invitee is a student nominated based on academic merit, sports excellence, or co-curricular achievements who is not directly connected to the grievance raised.
- The special invitee ensures representation of student perspectives during grievance redressal discussions.

6.4 Member convenor

- The Member Convenor is responsible for coordinating the activities of the Grievance Redressal Committee (GRC).
- They ensure that the grievances are addressed in a timely manner by scheduling and organizing meetings.
- The Member Convenor is responsible for maintaining records of the grievances and resolutions made by the committee.
- They communicate the decisions of the GRC to the concerned parties, including students and the administration.
- The Member Convenor acts as a liaison between the student body and the committee to facilitate smooth grievance handling.
- They ensure adherence to principles of natural justice in the grievance handling process.

7) TYPES OF GRIEVANCES

Grievances may include, but are not limited to:

- **Academic Grievances:** Issues related to teaching, learning, admissions, evaluation practices, exam schedules, declaration of results, and academic misconduct (e.g., non-transparent evaluation).



- **Administrative Grievances:** Concerns regarding the institution's policies and procedures, non-publication of mandatory information in the prospectus, false or misleading information, delay in scholarships, and issues related to admission procedures (e.g., violation of merit-based admissions).
- **Facilities Grievances:** Concerns related to the availability and maintenance of infrastructure, library services, hostel accommodations, canteen services, electrical maintenance, restroom hygiene, and other student amenities (e.g., failure to provide promised amenities).
- **Discrimination or Harassment:** Any form of discrimination, harassment, or victimization based on race, gender, caste, religion, disability, or any other characteristic (e.g., complaints of caste-based discrimination).
- **Activities Grievances:** Issues related to student participation in sports, arts, cultural events, industrial visits, workshops, seminars, and co-curricular or extracurricular activities.
- **Health and Safety Concerns:** Issues related to campus safety, health services, hygiene, and overall student welfare.

8) GRIEVANCE PROCEDURE

8.1 Filing a Grievance

Students may file a grievance by following these steps:

1. **Written Complaint:** Submit a written grievance to the GRC (<https://bji.ac.in/forms/grievance>), via email (info@bji.ac.in), complaint box, or in person to the class advisor, HOD, or Grievance Committee head. The complaint should include:
 - Name and roll number of the complainant
 - Nature of the grievance
 - Date and details of the incident
 - Any relevant evidence or documentation
 - Contact details of the Student Grievance Redressal Committee can be found on the college website.
2. **Acknowledgment:** The GRC will acknowledge receipt of the grievance within three working days.



8.2 Initial Review

- The GRC will conduct an initial review to determine if the grievance falls within its jurisdiction and assess the prima facie validity or genuineness of the complaint.
- Upon receiving a complaint, the Student Grievance Cell will forward it to the appropriate body or authority for investigation or rectification, with the Grievance Redressal Committee's decision being based on the report submitted by that body.

8.3 Periodical Review

- Periodical review shall be conducted to assess whether the grievances have been adequately addressed and settled.

9) INVESTIGATION PROCESS

8.4 Gathering Evidence

- The GRC will collect evidence related to the grievance, including witness statements, documents, and other relevant materials.
- Both the complainant and respondent will have the opportunity to present their case.

8.5 Hearing

- A hearing may be conducted if deemed necessary, allowing both parties to present their statements and evidence, followed by physical verification of relevant facts if required.
- The GRC will maintain detailed records of all proceedings.

8.6 Recommendations

- Based on the findings, the GRC will recommend appropriate actions to resolve the grievance within a maximum of **Ten working days** and communicate these recommendations through the principal to the concerned head.
- Recommendations may include disciplinary actions, counselling, or policy changes.

8.7 Implementation or Action Taken

- The concerned head will implement the recommended actions in a timely manner and ensure that appropriate follow-up measures are taken to address the grievance effectively.



8.8 Appellate Authority

- If the complainant or respondent is not satisfied with the GRC's decision, they may file an appeal to the designated appellate authority, as detailed in the subsequent section.

10) CONFIDENTIALITY

All grievance proceedings will be conducted with strict confidentiality. The identities of the complainant and respondent will be protected, and details will not be disclosed outside the GRC without consent, unless required by law.

11) SUPPORT AND RESOURCES

Students may access various support services, including:

- **Counselling Services:** Professional counselling for emotional support.
- **Advisory Support:** Students may seek assistance from trusted faculty or peers during the grievance process.
- **Legal Guidance:** Information on legal rights and procedures may be provided when necessary.

12) MONITORING AND REVIEW

The GRC will monitor the effectiveness of the grievance redressal process and report its findings to the college administration annually. This will include:

- Analyzing the number and types of grievances received.
- Evaluating the outcomes and resolutions of grievances.
- Gathering feedback from students regarding the grievance process.
- Providing periodic reports every three months to the principal and the college manager on the status and effectiveness of the grievance redressal process.
- Check for repetitive grievances of identical nature that were once resolved.



13) AWARENESS AND TRAINING

13.1 Training Programs

The college will conduct training programs for students and staff to raise awareness about the grievance redressal process, including:

- Understanding the types of grievances.
- Recognizing the procedures for filing grievances.
- Encouraging a culture of respect and communication.

13.2 Awareness Campaigns

The GRC will organize campaigns to promote awareness of the grievance redressal mechanism and encourage students to voice their concerns.

14) PROTECTION AGAINST RETALIATION

Bishop Jerome Institute strictly prohibits any form of retaliation against students who file grievances or participate in investigations. This includes threats, harassment, or any adverse consequences. Reports of retaliation will be taken seriously and investigated promptly.

15) APPEALS PROCESS

15.1 Right to Appeal

Both complainants and respondents have the right to appeal the GRC's decision if they believe the process was unfair or if new evidence emerges.

15.2 Appeal Submission

- Appeals must be submitted in writing to the appellate authority within **seven working days** of receiving the GRC's decision.
- The designated authority will review the appeal and make a decision within **ten working days**.



16) AMENDMENTS

This policy may be amended as necessary to reflect changes in regulations, institutional priorities, or feedback from the college community. All amendments will be communicated to stakeholders.

17) CONTACT INFORMATION

To file a grievance, please log on to the website: <https://bji.ac.in/forms/grievance>; or email: info@bji.ac.in; principal@bji.ac.in or Principal Mob: +91 6238677683; Convener Mob: +91 6282321948.

Policy Approved by:

Anil. A.R

**Principal
Bishop Jerome Institute**



References:

1. *The Gazette of India, University Grants Commission Notification, New Delhi, the 6th May, 2019, F.No. 14-4/2012 (CPP-II).*
2. *All India Council for Technical Education (Redressal of Grievance of Students) Regulations 2019. F.No. 1-101/PGRC/AICTE/Regulation/2019*