



SHREE GOKARNANATHESHWARA COLLEGE

GANDHINAGAR, MANGALURU - 575 003, D.K.

Affiliated to Mangalore University

NAAC Re-accredited "B+" Grade (2.73 CGPA)

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Ref.:

Date :

GRIEVANCE REDRESSAL POLICY

The college has grievance redressal policy in which it states that the students, employees and parent stake holders are given the opportunity to raise any grievances that effect their area of interest. Grievances may arise in any areas of the day-to-day affairs of the college. Hence a grievance redressal cell takes the issues from the stake holders and addresses it to the committee headed by the principal.

Objectives:

1. To address the issues raised by the complainant.
2. To ensure fair and impartial solution for the issue raised.
3. To uphold the dignity of the institute and thereby contribute a cordial relationship with the stake holders of the institution.
4. To ensure that the grievances are solved promptly and sensitively with no complicating the issues.
5. To enlighten the students of their roles duties and responsibilities in college and when and how the grievances are to be raised.

Applicability

The policy applies to the students, the staff members and parents during their stint in the institution.

Constitution of Grievance Redressal committee

1. Principal
2. IQAC coordinators
3. Staff in charge
4. Department heads.


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Responsibilities of the Committee

1. To provide assistance to the students or staff.
2. To deal with only those issues that are not resolved at the departmental levels
3. Fair conciliation of complaints received.
4. Provide a platform to express the complaint.
5. Protect the identity whenever required.
6. To receive the complaints of the stakeholders.
7. To hear to issues of the stakeholder's giving them the time to express the issues.
8. To give advice to the grievance.
9. The committee shall make the effort to sort out the problem amicably.

Nature of grievances that are addressed by the committee.

1. Related to academics.
Issues related to admission, transfer, withdrawals.
Issues related opting for Open electives/ specialization.
Issues related to course contents.
Issues related to internal and external examinations.
Issues related to internal marks.
Issues related to attendance.
Issues related to classroom management.
Issues related to the course.
Issues related to applying/ issuance/receiving certificates.
2. Co-curricular/ extra-curricular
Issues related to enrollment for clubs / cells/ associations/ sports.
Issues related to inter collegiate participation.
3. Related to administration
Issues related to fees and scholarships
Issues related to fees and scholarship amount reimbursement.
Issues related to human resources.
4. Issues related to facilities.
Issues related to basic facilities provided in the college.
Issues related to hygiene and cleanliness.
Issues related to library and books.


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Issues related to ICT / Computer Lab

Issues related to physical facilities in the campus

5. Ragging and sexual harassments issues if any.
6. Issues related to safety and security.

Grievance redressal method: Grievances can be brought to the notice of the college through open door approach or through email or personnel seeing of the committee members.

1. Grievances related to academics are to be resolved at the level of the faculty/departmental heads/ class advisor. Within a week of the complaint the issue has to be resolved.
2. Grievances related to associations/clubs/cells are to be brought notice to the heads of the same and be resolved.
3. Unsolved grievances are then brought to the notice of the IQAC and the principal and then resolved at that level.

Procedure of Grievance

1. The grievance given by the complainant can be oral or written. It has to be given to the concerned staff in charge/class advisor/ class mentor.
2. If the verdict is not found satisfactory by the complainant, then the complaint can be addressed to the IQAC and the principal for further actions.
3. The grievance shall be addressed as soon as possible.
4. The staff in charge then shall notify the principal about the decision of the grievance raised.


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