



**ST. XAVIER'S COLLEGE FOR WOMEN, ALUVA**  
**REACCREDITED BY NAAC WITH A GRADE (CGPA 3.33)**

**GRIEVANCE CELL**  
**ANNUAL REPORT**  
**2018-2019**

The Grievance Redressal Cell was formed with the goal of resolving student grievances. Students may submit their grievances in writing to the Principal or electronically via the Grievance Form available on the College Website. The cell will meet as needed and take appropriate measures/solutions to the grievances addressed to it.

All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints dropped in the 'Suggestion Box' and oral complaints are both addressed. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

Our college has a **three-tier system** in place to resolve student grievances both on and off campus.

- **Class Level-** In the weekly Mentoring system the class teachers deal with the personal problems of our students.
- **Department Level:** The Department Heads and senior teachers solve the students' problems.
- **College Level-** The Grievance Redressal Cell, which reports to the principal, resolves our students' problems.

#### **Policies**

- The vision and mission of the institution is inextricably linked to strong principles and ethics.
- The management and the college guarantee a strong redressal mechanism for student grievances.
- As mandated by the government, a three-tier grievance mechanism is in place to resolve any academic or administrative complaints.
- The college's code of conduct applies to all students.
- Our institution has a zero tolerance policy for any form of ragging or sexual harassment.
- Our institution strictly adheres to all norms against sexual harassment, ragging, and other offences as issued from time to time by the state and federal governments.
- Abuse on social networking sites will be severely punished.
- Any offence discovered through CCTV surveillance is punishable.
- Any student found in an incriminating situation, both on and off campus, will be reprimanded and counselled.
- Students who violate the code of conduct will be given a fair hearing at the Departmental level
- The institution does not tolerate ragging or sexual harassment.

#### **Objectives**

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial relationships with stakeholders.

- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.

#### **Different methods for registering of Grievances**

- Digital feedback is taken from all the students through the computer lab towards the end of each academic year.
- Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- Open Your Hearts -an interactive session of the representatives of each class for UG, PG and Self-Financing stream with the principal are held separately as an initiative aimed to bring the voices of the students directly in a stress-free situation.
- The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at [grievances@stxaviersaluva.ac.in](mailto:grievances@stxaviersaluva.ac.in) or through the link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

#### **Constitution of Grievance Redressal Cell**

This Cell is functional with the principal as the head and three faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of needy action. The pulse of all stakeholders is accessed through open, uninhibited written suggestions.

#### **It is functioning according to the following UGC norms.**

1. All complaints are first addressed by Grievance Committee whose composition is as follows:
  - a. The principal of the college- Chairperson
  - b. Three senior faculty members nominated by the Principal of the College.
  - c. One Student representative nominated by the Principal of the College.
2. The tenure of the members shall be two years.
3. The quorum for the meeting shall be two.
4. The committee shall send the report and recommendations to the Vice-Chancellor of the affiliating University within a period of 15 days of receipt of the complaint.

### **Report for the Year 2018-2019**

Grievance Redressal Cell took online feedback from all the students of the college on teachers and infrastructure facilities. Feedbacks were also collected from other stakeholders, like the parents, alumni, employers, resource persons etc. These feedbacks were analyzed and notified to the authority and suitable actions taken up where necessary.

The cell organized a students' interactive programme with the Principal titled 'Open Your Hearts'. It provided a platform for the students to freely express their suggestions and complaints directly to the Principal. Three separate sessions of this programme were held for the students of UG regular, UG Self financing Departments and PG departments on January 30th, 31st and February 6th respectively.

A student representative from each class participated in the programme to voice the complaints and suggestions of the whole class. The Principal, Vice Principal and the officials in charge of the Grievance Redressal Cell were present for the meeting. The Principal gave a very patient hearing to all that the students had to say and the clarifications given by the Principal cleared many of their misunderstandings. The Principal explained the measures she has taken to redress their grievances. She assured the students of organizing a follow up programme where the same representatives will be called again and they will be intimated about the course of action taken up according to their suggestions.