

GRIEVANCE REDRESSAL CELL

INDEX

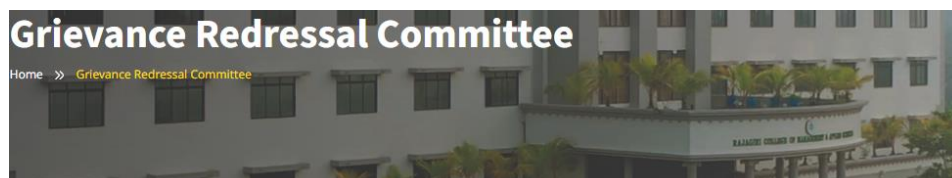
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1. Screenshot of the Grievance Redressal Cell webpage

For Online Communications

Please contact the committee- grievance@rajagiricollege.edu.in

<https://www.rajagiricollege.edu.in/grievance-redressal-committee/>



Mission

The Grievance Redressal Committee at Rajagiri College of Management & Applied Sciences is committed to fostering an inclusive and supportive environment where grievances are addressed promptly, fairly and transparently, ensuring the well-being and satisfaction of the college community.

Objectives

The Grievance Redressal Committee aims to provide a user-friendly and efficient platform for the reporting and resolution of grievances. We are dedicated to ensuring that all complaints are managed with fairness, impartiality and promptness through a standardized procedure that nurtures trust, respect, and mutual understanding within the college. Transparency and accountability are fundamental principles, upheld by maintaining detailed records and regularly assessing our processes for effectiveness. We focus on continuous improvement by analyzing trends, identifying recurring issues and providing constructive feedback for policy improvements. Maintaining confidentiality and sensitivity is essential, ensuring that all grievances are handled with the utmost respect for the privacy and dignity of everyone involved. Through these objectives, the Grievance Redressal Committee strives to uphold the core values of justice, integrity and excellence at Rajagiri College of Management & Applied Sciences.

Our Approach

The Grievance Redressal Committee serves as a compassionate and effective mechanism for handling sensitive issues. We prioritize active listening, understanding, and providing necessary support to those in need. Your feedback is crucial, and we encourage you to share your thoughts through open and unrestricted written suggestions.

Operating in Accordance with UGC Norms

We adhere to UGC (University Grants Commission) guidelines to ensure a structured and accountable grievance redressal process. The link for GRC An email has been provided in the college website to express the concerns & grievances of all stakeholders. All stakeholders can mail to grievance@rajagiricollege.edu.in

For Communications

Please contact the committee- grievance@rajagiricollege.edu.in

We adhere to UGC (University Grants Commission) guidelines to ensure a structured and accountable grievance redressal process.

Grievance Committee Composition:

- Principal of Rajagiri College of Management & Applied Sciences (Chairperson)
- Three senior faculty members nominated by the Principal
- One student representative nominated by the Principal

GRC Committee Members

Sl No.	Name	Designation	Phone No.	Email
1	Dr. Laly Mathew	Principal	9048899931	lalymathew@rajagiricollege.edu.in
2	Dr. Ajosh George	Coordinator	9946489890	ajoshgeorge@rajagiricollege.edu.in
3	Aswathy Mohan	Faculty Member	7012970586	aswathymohan@rajagiricollege.edu.in
4	Amala Linus	College Union Advisor	9895871221	amalalinus@rajagiricollege.edu.in
5	Adhila P A	Student Representative	8891215529	m1t221501@rajagiricollege.edu.in

Grievance Redressal Mechanism for Rajagiri College

Mechanisms for Submission of Student Grievances

Rajagiri College has established transparent and efficient online and offline mechanisms for the submission of student grievances, ensuring timely and effective resolution.

Student Grievance Redressal Cell

The Student Grievance Redressal Cell is dedicated to investigating student grievances and resolving issues promptly and confidentially. The cell addresses grievances at both individual and class levels, as well as those of common interest. The grievance redressal process is conducted in two stages:

1. Level I – Department Level Grievance Redressal:

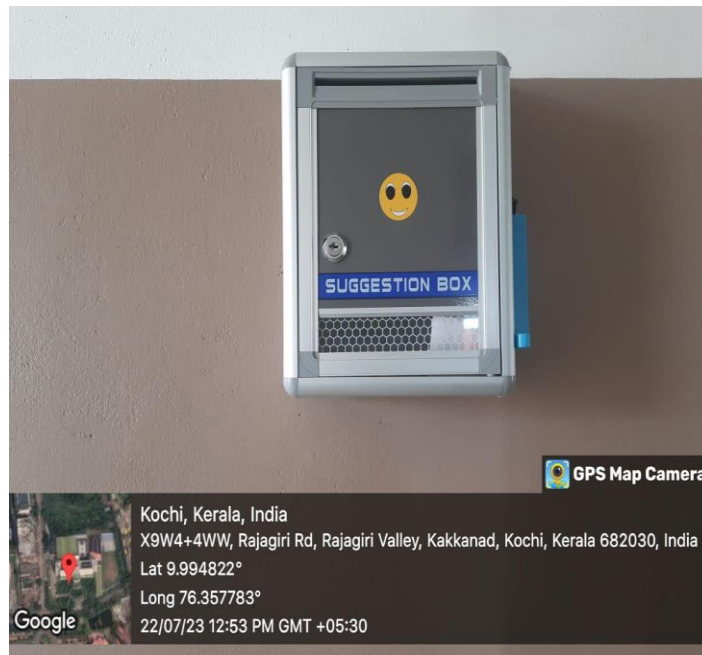
- Grievances at the department level are handled by the class in-charge faculty and the Department Heads. Students can directly approach either of these parties to report their complaints or suggestions.
- Grievances are addressed within five working days from the receipt of the complaint, and the resolution is communicated to the concerned student.

2. Level II – Student Grievance Redressal Cell:

- Unresolved grievances at the department level are referred to the college's Grievance Redressal Cell. Students can also approach this cell for matters of common interest.
- Complaint/suggestion boxes are placed at prominent locations where students can deposit their grievance letters offline. The GRC Coordinator regularly checks these boxes to ensure timely redressal of grievances.
- Additionally, students can submit their grievances online through the link provided on the college website or via email. The GRC Coordinator periodically checks for any online submissions to address them promptly.

The effective grievance management mechanism ensures improved stakeholder relationships and enhances satisfaction among students.

2. Suggestion Box



3. Department Specific Meeting

