

# **HOLY CROSS COLLEGE (Autonomous)**

**Nagercoil - 629 004, Tamil Nadu, India**

**(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)**

**Accredited with A<sup>+</sup> Grade (CGPA 3.35 - 4<sup>th</sup> Cycle) by NAAC**

**An ISO 9001:2015 Certified Institution**



## **GRIEVANCE REDRESSAL POLICY - EXAMINATION AND VALUATION**

## **Grievance Redressal Policy - Examination and Valuation-**

Examination, valuation and publication of results play a key role in the academic integrity of an autonomous institution. Addressing grievance on examination and valuation from all the stakeholders promptly without any bias builds confidence among the student community. Hence, the college has framed a policy to redress all complaints and a Grievance Redressal Committee is constituted to address the grievances related to examination and valuation.

### **Objective**

The policy shall cover all grievances related to Continuous Internal Assessment (Formative assessment), End Semester Examination (Summative Assessment), results and issue of mark statements. Guidelines to be followed in grievance redressal are:

- Fair treatment of students, faculty and parents.
- Establish a mechanism for redressal of issues related to examinations and its results.
- Guide the students to express their grievances without any fear.
- Ensure that grievances are resolved promptly with complete confidentiality.
- Faculty members should guide the students about the revaluation process.
- Scrutinize the revaluation forms and deal the examination related grievances in a transparent and efficient way.
- Assure the timely completion of the redressal after the necessary reviews.
- Stakeholders should be informed of the grievance cell, mechanism followed and the grievance box placed near the Examination Wing.
- Staff of the CoE office should work without any bias to the full satisfaction of the stakeholders.

### **Grievance Redressal Committee**

The main functions of this Grievance Redressal Committee are to receive and analyze the grievances, conduct meeting with the concerned faculty for fair decision and communicate the decision to the grievant. All grievances related to examination, results and revaluation are addressed by the committee.

### **Grievance redressal mechanism**

The students can register the complaint if they are not satisfied with examination or valuation provided by the college. In case of grievance of any nature, including those concerning the CIA, students can appeal to the Grievance Redressal Committee. The appeal should be addressed to the Principal who is the Chairperson of the committee. A student, if dissatisfied with her marks, has the right to appeal for a review of her marks in the CIA (formative assessment) as per the procedure detailed below:

a) Appeals should be made to the course teacher(s) immediately after receiving the valued scripts.

b) If additional clarification is necessary, the student should approach the Head of the Department concerned. The HoD will try to sort out the problem and initiate all efforts to settle the matter amicably.

c) If not satisfied with (a) and (b) the student shall, within 3 days, make a written appeal to the Principal through the HoD/Controller of Examination who will forward the same to the Grievance Appeal Committee for further review.

The decision of the Grievance Appeal Committee shall be the final.

### **Revaluation**

Any student not satisfied with the marks can submit the grievance in the prescribed format for revaluation. Students can get a photocopy of the answer script and verify with the course incharge. If not satisfied the grievance will be analyzed by the respective Heads of the Departments and then forwarded to the Controller of Examinations for necessary action. This will be placed in the Grievance Redressal Committee. If the grievance is genuine the student will be asked to apply for revaluation within three days and the results will be published within a week.

### **Documentation**

The Controller of Examinations shall prepare a grievance report with all resolutions taken and it should be recorded in the grievance register. The final decisions of the Grievance Redressal Committee are documented in the Minutes of the Meeting for future reference.



**PRINCIPAL**  
**Holy Cross College**  
**(Autonomous)**  
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