

**HOLY CROSS COLLEGE (Autonomous)**

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

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

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

**An ISO 9001:2015 Certified Institution**



## **GRIEVANCE REDRESSAL POLICY**

## **Grievance Redressal Policy**

Holy Cross College (Autonomous), Nagercoil, is committed to providing a harmonious environment for students, staff, and faculty. In accordance with the University Grants Commission (UGC) guidelines, this policy outlines the procedures for addressing grievances within the institution.

### **Objectives**

- To ensure a fair, transparent, and prompt resolution of grievances.
- To create a respectful and responsive atmosphere.
- To strengthen the relationship between the college and its stakeholders by promoting a positive and supportive environment.

### **Scope**

This policy applies to all students, faculty, and staff of Holy Cross College (Autonomous), Nagercoil, and covers grievances related to academic, administrative, and other issues.

### **Definition of Grievance**

A grievance is a formal complaint raised by a student, staff, or faculty member regarding any aspect of the institution's operations, including but not limited to academic issues, administrative procedures, facilities, and personal conflicts.

### **Types of Grievances**

This Policy covers grievances related to the following areas:

- Academic evaluation
- Examination procedures
- Scholarships and financial aid
- Rankings
- Disciplinary issues
- Harassment
- Discrimination
- Lack of facilities or services
- Staff grievances (e.g., salary, working conditions etc.)
- Any other dissatisfaction related to the conduct of the College and its staff

### **Time Limits**

Complaints should be submitted as soon as possible after becoming aware of the reason for the grievance. Typically, complaints should be filed within six months of the incident.

## **Confidentiality**

All aspects of the grievance procedure will be kept confidential. However, exceptions may apply in situations where the law requires disclosure of information.

## **Implementation of Grievance Outcomes**

Any decisions made by the Grievance Committee or Appellate Committee will be implemented. This may include taking disciplinary action, rectifying errors, or taking other appropriate measures.

## **Accessibility for Persons with Disabilities**

Disabled students and other persons with disabilities will be provided with reasonable accommodations for the grievance procedure.

## **Policy Review**

This Policy will be reviewed periodically and revised as needed.

## **Grievance Redressal Committee (GRC)**

### **Composition**

The GRC shall be composed of:

**Grievance Redressal Officer (GRO)** - the Vice Principal/s

### **Members:**

Two faculty members

One administrative staff member

One student representative

Counsellor

### **Tenure**

The members of the GRC shall hold office for a term of two years.

### **Functions**

- To receive, examine, and address grievances from students, faculty, and staff.
- To ensure fair and unbiased resolution of grievances.
- To recommend actions to be taken on grievances.
- To maintain confidentiality and transparency throughout the process.

## **Grievance Procedure**

### **1. Informal Consultation**

Those with grievances are encouraged to first attempt an informal resolution with the concerned personnel (Class in charge, Head of Department, Dean, Mentor etc.). This may involve a meeting to discuss the issue and explore solutions.

### **2. Formal Complaint**

If informal consultation fails to resolve the issue, a formal complaint can be submitted. Complaints should be submitted in writing to the Grievance Redressal Officer (GRO), usually the Vice Principal. The complaint should detail the nature of the grievance and the desired outcome.

Grievances can be submitted in writing in the suggestion box, or through an online grievance portal in the ERP or mailing to [grievance@holycrossngl.edu.in](mailto:grievance@holycrossngl.edu.in) which would directly addressed to the Principal.

Grievances should include detailed information about the issue and any supporting documents.

### **3. Acknowledgment**

The GRC will acknowledge receipt of the grievance within 2 working days.

### **4. Preliminary Investigation**

The GRC will conduct a preliminary investigation within 5 working days to determine the validity and seriousness of the grievance. This may involve speaking with relevant parties, collecting evidence, and reviewing College policies and procedures.

### **5. Meeting/ Mediation**

If the grievance is deemed valid, a meeting of the GRC will be convened within 10 working days. The complainant and the respondent will be given an opportunity to present their case. The DRO will attempt to mediate a mutually agreeable solution between the complainant and respondent.

### **6. Resolution**

The GRC will communicate its decision and recommended actions to the complainant and respondent within 5 working days of the meeting.

Actions may include mediation, disciplinary action, or other appropriate measures.

### **7. Grievance Committee**

If mediation fails to resolve the issue, the DRO will forward the complaint to the Grievance Committee. The Committee will be composed of senior faculty members and student representatives. The Committee will hold a hearing, listen to the presentations of the complainant and respondent, and make a final decision.

### **8. Appeal**

If the complainant is not satisfied with the resolution, they may appeal to the Principal within 10 working days of receiving the decision.

The Principal will review the case and make a final decision within 15 working days.

### **9. Confidentiality**

All grievances and related information will be kept confidential. The identity of the complainant will not be disclosed except when necessary for resolution or legal obligations.

### **10. Monitoring and Review**

The GRC will prepare an annual report summarizing the grievances received, resolutions achieved, and any recommendations for improvement. This report will be reviewed by the college administration to ensure the effectiveness of the grievance redressal mechanism.

### **Awareness and Accessibility**

The grievance redressal policy will be widely disseminated and made accessible through:

- The college website
- Student and faculty handbooks
- Notice boards

### **Conclusion**

Holy Cross College (Autonomous), Nagercoil, strives to maintain a supportive and fair environment. This grievance redressal policy is a testament to our commitment to addressing and resolving issues effectively, ensuring the well-being of our college community. This policy framework aligns with the UGC guidelines and is designed to ensure that grievances are handled efficiently and effectively, promoting a positive atmosphere at Holy Cross College (Autonomous), Nagercoil.



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**Holy Cross College**  
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