



SACRED HEART COLLEGE, CHALAKUDY

(AFFILIATED TO UNIVERSITY OF CALICUT)

THRISSUR, KERALA - 680307



Grievance Redressal Policy

Ph. (Off.) : 0480 2701159
Principal (Per.) : 0480 2708877
(Res) : 0480 2701876
(Fax) : 0480 2708877



SACRED HEART COLLEGE, CHALAKUDY

Railway Station Road, Thrissur Dt., Kerala - 680 307, India

(Affiliated to University of Calicut & Re-accredited with A+ Grade by NAAC, CGPA 3.55)

E-mail ; shcollegeky@gmail.com

Website : www.sacredheartcollege.ac.in.

Date :

Grievance Redressal Policy

Strong principles and ethics are inextricably intertwined in the vision of the institution.

Student grievances are addressed effectively through an active grievance redressal mechanism.

A three-tier grievance mechanism is in place to solve any academic and administrative-related complaints as mandated by the Government.

Ragging and sexual harassment is not tolerated by the institution.

Strict adherence to norms stipulated by the Government regarding ragging and sexual harassment.

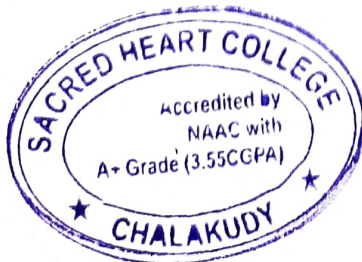
All students are bound by the code of conduct of the college.

The college recognizes the right of a student to dissent and to fight for the legitimate rights of students.

Any form of ragging, sexual harassment and use/possession of narcotics/tobacco/alcohol shall be subject to severe punishment.

Abuse on social networking sites will be strongly dealt with.

Any offence revealed in CCTV surveillance is punishable.




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Any student detected in any incriminating situation both within inside and outside the campus shall be reprimanded and counselled.

Students found violating the code of conduct shall be given a fair hearing at the Departmental level and shall be suspended/dismissed only if deemed necessary.

Guidelines for Grievance Redressal Cell

Strategy of Grievance Cell

The Grievance Redressal Cell is a strictly confidential cell functioning as an effective forum for airing the genuine grievances of students in academic, administrative, student services and other related matters. Suggestions dropped in the grievance box are handled by the Principal who heads the Grievance Redressal Committee. This enables in the creation of a more student-sensitive environment, better stakeholder relationships and a congenial teaching-learning atmosphere.

Class teachers, subject teachers and Heads are entrusted with the responsibility of dealing with grievances related to academic matters.

Staff and student coordinators are assigned the task of solving any complaints related to clubs and associations.

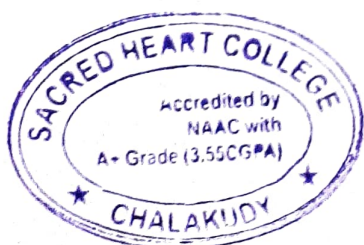
Any matter that cannot be resolved within the above framework shall be referred to the Grievance Redressal Committee.

Direct complaints can also be made in issues of common interest.

The suggestion box can be used for grievances relating to any college-related matters.

Issues that require immediate and serious action are attempted to be resolved by the Committee in consultation with the staff, management and parents.

Prompt and effective redressal of complaints is ensured through the joint efforts of all the stakeholders.




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Grievance Redressal Procedure

A three-level system has been established to deal with all student grievances.

Class level: The student mentoring system is utilized to deal with any personal grievances.

Department level: Heads of departments and senior faculty resolve any complaints.

College level: The Grievance Redressal Committee is responsible to address any issues.

Grievance Redressal Committee Members

Name	E-mail id and Phone No
Dr Sr Reena Ittyachan (Principal)	principalshcollegecky@gmail.com , 9744140437
Dr Sr Princy Anto	aprincyanto@gmail.com , 8547302953
Ms Bindu Jose	bindutommy09@gmail.com , 7902956994
Dr Molly John	mollyjohn001@gmail.com , 944614403
Dr Nijo Varghese	nijovarghesen@gmail.com , 9496805788

