



KOTTAKKAL FAROOK

ARTS & SCIENCE COLLEGE

PARAPPUR P.O, KOTTAKKAL, MALAPPURAM DISTRICT, KERALA, 676503

Grievance Redressal

POLICY & REGULATIONS

GRIEVANCE REDRESSAL

Policy and Regulations:

Introduction:

The Complaints and Redressal Mechanism (CGRC) at Kottakkal Farook Arts and Science College is structured to address grievances of students and staff as per the guidelines of the UGC notification (Redressal of Grievances of Students) Regulations, dated 11th April 2023. This mechanism ensures a prompt, fair, and systematic resolution of complaints related to academic and non-academic matters.

Students Grievances Redressal Cell (Department Level)

Policy:

1. Objective:

- To address and resolve grievances and complaints on academic matters such as internal assessments, victimization, attendance, and examinations.

2. Composition:

- Head of the Department (Chairperson)
- Two senior teachers of the department

3. Function:

- The cell receives complaints related to academic matters at the first level and finds solutions following the principles of natural justice.
- If grievances are not resolved, they are escalated to the College-level Student Grievance Redressal Committee (SGRC).

Student Grievance Redressal Committee (College Level) (SGRC)

Policy:

1. Objective:

- To consider grievances of students that are not resolved at the department level.

2. Composition:

- Head of the Department (Chairperson)
- Four senior faculty members
- A representative from the college student union
- At least one member or the Chairperson shall be a woman and one member or the Chairperson shall be from SC/ST/OBC category.

3. Function:

- The SGRC follows principles of natural justice in considering grievances.
- The committee sends its report with recommendations to the competent authority and the aggrieved student within 15 working days.
- Students aggrieved by the decision can appeal to the Ombudsperson within 15 days.

Employee Grievances Redressal Cell

Policy:

1. Objective:

- To address grievances and concerns of teaching and non-teaching staff related to their work environment, workload, career progression, or any other relevant matter.

2. Composition:

- Chairman (President, College Governing Body)
- Convenor (Secretary, College Governing Body)
- Members:
 - Principal
 - Assistant Professor (Dept. of Commerce)
 - Office Staff Representative

3. Function:

- The cell strives to resolve grievances promptly and fairly, promoting a positive work culture within the institution.

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[SGRC Regulation university calicut](#)