



# **KOTTAKKAL FAROOK**

## **ARTS & SCIENCE COLLEGE**

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



### **STANDARD OPERATING PROCEDURE (SOP)**

# **GRIEVANCE REDRESSAL**

## **Standard Operating Procedure (SOP) -CGRC**

### **Student Grievances Redressal Cell (Department Level)**

#### **1. Formation and Responsibilities:**

- The cell is formed with the HOD and two senior teachers.
- They receive and investigate complaints related to academic matters.

#### **2. Complaint Handling:**

- Students submit complaints in writing or through an online portal.
- The cell acknowledges receipt of the complaint within 2 working days.
- The cell investigates the complaint within 10 working days.
- The cell communicates the decision to the student and documents the process.

#### **3. Escalation:**

- If the grievance is not resolved, it is forwarded to the College-level SGRC.

### **Student Grievance Redressal Committee (College Level) (SGRC)**

#### **1. Formation and Responsibilities:**

- The SGRC is constituted with the Chairperson and members as specified.
- The committee addresses grievances escalated from the department level.

#### **2. Complaint Handling:**

- Complaints are submitted to the Chairperson.
- The committee acknowledges receipt within 2 working days.
- The committee investigates and deliberates on the complaint within 15 working days.
- The committee sends its report with recommendations to the competent authority and the student.

#### **3. Appeal Process:**

- Students dissatisfied with the decision can appeal to the Ombudsperson of the University of Calicut within 15 days.

### **Employee Grievances Redressal Cell**

#### **1. Formation and Responsibilities:**

- The cell is formed with the Chairman, Convenor, and members.

- They address grievances related to the work environment, workload, career progression, etc.

**2. Complaint Handling:**

- Employees submit complaints in writing or through an online portal.
- The cell acknowledges receipt within 2 working days.
- The cell investigates and resolves the complaint within 15 working days.
- The cell communicates the decision to the employee and documents the process.

**Reporting and Documentation**

**1. Records:**

- Maintain detailed records of all complaints, investigations, and resolutions.
- Ensure confidentiality and security of all records.

**2. Annual Report:**

- Prepare an annual report summarizing the activities, complaints received, actions taken, and outcomes.
- Submit the report to the college administration and relevant authorities.