



# VIMAL JYOTHI

## INSTITUTE OF MANAGEMENT & RESEARCH

Approved by AICTE | Affiliated to Kannur University  
Under the Archdiocese of Thalassery

### GRIEVANCE REDRESSAL PROCEDURE

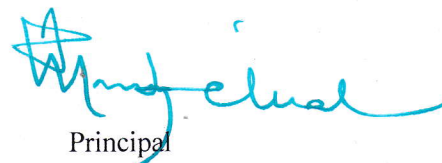
The Grievance Redressal Cell functions in the College to provide the students a fair and impartial mechanism to solve their academic and administrative problems, to co-ordinate between students and Departments/Sections to redress the grievances and to guide ways and means to the students to redress their problems. The Cell enables a student to express his/her feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. It enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias". The Student's Grievance Redressal Cell promotes and maintains a conducive and unprejudiced educational environment in the college campus.

#### Objectives of the Cell:

- To uphold the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-teacher relationship and Student- Management relationship.
- To create a platform where students can point out their problems regarding academic, administrative and personal matters.
- To encourage student participation in policy and decision making related to college affairs
- To assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

#### Grievance Redressal Procedure:

Meetings with the student representatives and staff coordinators of the Grievance Redressal Cell are conducted periodically to maintain a conducive and unprejudiced educational environment. Students can also submit their grievances through online. The grievances are reported to the Principal and the management representatives and measures for prompt redressal are taken. The actions for grievance redressal are taken at the earliest, most appropriately, within a week depending on the nature of complaint.

  
Principal