

GRIEVANCE REDRESSAL POLICY

Policy Code: **G R P 2 1**

1. INTRODUCTION

In the classical language Sanskrit, Naipunnnya means ‘expertise’ or ‘mastery’. Naipunnnya, as the name signifies, aims at professionalism, discipline and holistic development of the students. The institute is unique in its approach towards professionalism whereby all get a platform to refine and mould their talents. Expansion of knowledge is an ongoing process **here. Naipunnnya School of Management, Cherthala (NSMC)**, a project of the Archdiocese of Ernakulam-Angamaly, was established in 2003 under the visionary leadership of His Excellency Mar Thomas Chakkith. Naipunnnya affiliated to the University of Kerala in 2005. Within a decade of its establishment, Naipunnnya became synonymous with academic and professional excellence.

2. GRIEVANCE REDRESSAL POLICY

NSMC assures a safe and comradely / environment for the academic and extracurricular development of the students; hence the college established a grievance mechanism to encourage students to express their individual or group concerns related to academic and non-academic issues without any angst and trepidations. NSMC is vigilant and strict in maintaining the rules and regulations within the campus.

The disciplinary committee is in charge of all the disciplinary activities, and an effective team drives the machinery with regard to campus discipline.

Student, parent, staff member, alumni, public in the college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services. Students' complaints can be dropped in the 'Suggestion Box' and submitted online using the link given on the institution's website. An effective complaint management mechanism improves stakeholder relationships and satisfaction. This cell's nature is highly confidential.

Objectives

- i. To guarantee a fair, impartial, and consistent process for resolving the many difficulties that the stakeholders may be facing.
- ii. To protect the dignity of the institution by encouraging friendly teacher-teacher, student-student, and student-teacher relationships.
- iii. To foster a responsive and responsible attitude among the participants, thereby preserving a peaceful environment on campus.
- iv. To guarantee that complaints are handled completely confidentially, swiftly, and objectively
- v. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated nor victimized.

- vi. To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

3. DEFINITIONS

- 1) **Grievance:** A grievance is a formal complaint that is raised by any stakeholder towards any discomfort within the workplace. There are many reasons as to why a grievance can be raised, and also many ways to go about dealing with such a scenario. It includes any kind of dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with institution that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.
- 2) **Grievant:** Grievant means stakeholder i.e., a student, parent, staff member, alumni, public or group of students or parents or staff members submitting the grievance.
- 3) **Days:** Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

4. METHODS FOR REGISTERING OF GRIEVANCES

- i. Complaint may be oral, by email (grievance@naipunnyacollege.ac.in) or in writing. If the complaint is oral, it will be converted into a written form by the teacher / GRC member who received the complaint and authenticated by the complainant under his / her signature.
- ii. Suggestion boxes are installed in common areas of all the departments and near the college office in which the students can drop their suggestions and complaints with or without revealing their identity.
- iii. The College website has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at grievance@naipunnyacollege.ac.in or through the link given in the website. This is introduced to enable the students to express their grievances easily without delay.

5. GRIEVANCES REDRESSAL COMMITTEE (GRC)

GRC functions of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at

grievance@naipunnyacollege.ac.in or through college website or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

1. Principal
2. Chairperson
3. 3 Faculty members
4. A student representative

6. FUNCTIONS OF THE COMMITTEE

- i. To evaluate the merits of complaints, hold formal hearings, and, if necessary, conduct investigations.
- ii. If the submitted grievance belongs to the jurisdiction of any other body, the GRC will forward it to the concerned body and inform the grievant about that.
- iii. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- iv. The decision of the GRC, in complaints shall be final and there shall be no further appeal in the matter.
- v. It shall be the endeavour of the grievance redressal committee to ensure redressal/disposal of every grievance within a period of 15 days of the receipt of application/grievance complaint.

7. EXCLUSIONS

The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

- i. Decisions of the College Academic Council
- ii. Complaints involving policy matters in which the grievant has not been affected directly/indirectly
- iii. Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- iv. Decisions with regard to disciplinary matters and misconduct.
- v. Decisions with regard to the recruitment and selection
- vi. Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.

Amendments/Review: This policy shall be reviewed periodically and may be amended as and when required to retain its contemporary relevance. Any stakeholder of the institution may submit proposal for the improvement of policy to the IQAC. The proposed changes shall be reviewed by IQAC and, if found suitable, shall be forwarded to the higher authorities for consideration.

Indicative time of Review: 22/11/2025

Administering Entity: Principal, Vice principal, Executive director, IQAC Coordinator

Approval Authority: College council



Fr. Baiju George Ponthempilly
Principal