

# **LOYOLA COLLEGE OF SOCIAL SCIENCES THIRUVANANTHAPURAM**



## **CRITERION 5- STUDENT SUPPORT AND PROGRESSION**

### **5.1 STUDENT SUPPORT**

**5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases**

Policy document of the grievance redressal

**LOYOLA COLLEGE OF SOCIAL SCIENCES**

**THIRUVANANTHAPURAM**

**KERALA**



**POLICY MANUAL 2020**

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- e. At the time of new admissions and during the entry of freshers, an Anti-ragging notification shall be put up in a place visible to all students and their parents.
- f. Punishments: Depending upon the nature and gravity of the offence as established by the Anti-Ragging Committee of the institute, punishments as per UGC guidelines shall be given to those found guilty.

## **7.6 GRIEVANCE REDRESSAL**

### **7.6.1 Scope**

This Policy provides staff and students, guidance regarding their *responsibilities* to ensure that harmony and a caring, nurturing environment prevails on campus by way of an effective mechanism for redressal of students' grievances related to academic and non-academic matters; this may include:

- Attendance
- Assessment
- Charging of fees
- Food
- Sanitation
- Infrastructure
- Discipline (late coming, insubordination, disproportionate responses, mis-behaviour, non-attendance in common programs, etc.)
- Perceived victimization
- Perceived harassment (or bullying) by colleagues, other students or teachers, etc.
- Any other matter

### **7.6.2 Guiding Principles**

- a. Loyola recognizes that grievances are part and parcel of group existence and interaction.
- b. Loyola shall constitute a Grievance Redressal Cell to deal with grievances of students and staff.
- c. Loyola believes that preventive mechanisms go a long way in creating peaceful work places.

- d. Loyola believes that the existence of effective procedures and processes to redress grievances, the successful resolution of a grievances and all efforts made to resolve an unsettled grievance are evidences of a mature institution.

### **7.6.3 Composition of Grievance Redressal Cell (GRC)**

A senior teacher may be designated as the Chairperson of the GRC. The constitution of the GRC is as follows:

- Chairperson of the GRC
- The Principal/Vice Principal
- Heads of Departments (5)
- Office Administrator
- Student Union Chairman/Vice Chairperson (preferably a lady)

### **7.6.4 Prevention of Grievances**

- a. The establishment and running of individual, departmental and institutional feedback and action taking mechanism is the first step to prevent grievances.
- b. Every student and staff who is aggrieved shall first present the matter and seek action directly from the source of grievance. If the grievance is not redressed, a written representation shall be made to the person concerned. If action is still not taken the formal grievance redressal process can be initiated.
- c. Every student and staff are encouraged to use the feedback mechanisms instituted by the college to redress grievances.
- d. Loyola shall make every effort to use its robust feedback mechanism and act on such feedback, so as to ensure that discontent and complaints do not escalate to the level of grievances. Feedback shall be collected periodically from students and staff.
- e. Departments shall take-action on feedback received from Open houses, document the same and send it to IQAC. Open-houses are conducted at the end of the semester. Departments shall be encouraged to take mid-semester feedbacks.
- f. To ensure that action is taken on feedback received at the institutional level, a high-level committee shall be created at the institutional level. All departmental and college-level feedback reports received by IQAC, with suggestions for action to be taken, shall be forwarded to the said committee. This committee shall make action plans for acting on various suggestions made by students and staff, and it shall meet periodically to review the implementation of plans.

#### 7.6.5 Grievance Initiation

- a. An aggrieved student shall first submit his complaint *in writing* to her/his **Mentor**, or if the mentor is party to the grievance, a teacher of his/her preference, who shall address and resolve the grievance within two days.
- b. In case the mentor/teacher is not able to resolve the grievance satisfactorily, the mentor/teacher, shall forward the matter to the Head of the Department (preferably in writing from the student). The same will be discussed in the presence of the aggrieved, her/his mentor with the **Head of the Department** (or if necessary in the Department Council, if the grievance is of departmental implications and subject to the comfort of the student).
- c. If the Head of the Department is unable to resolve the grievance to the satisfaction of the student, the mentor/teacher shall approach the Principal. If the Principal is not able to resolve the grievance to the satisfaction of the student, the student submit his grievance to the Chairperson of the GRC.
- d. Notwithstanding any of the above intermediate processes, instituted as a measure to prevent escalation of a grievance, the student is permitted to submit a grievance directly to the Chairperson of the GRC. The Chairperson shall take up such complaint, if he/she is convinced that the student had made reasonable efforts to resolve the problem with the help of mentor/teacher, or the mentor/teacher/HoD/Principal has refused to take up the matter, or the nature of the problem is such that it requires direct intervention of the GRC.

#### 7.6.6 Grievance Redressal Cell Procedures

- a. Once the matter is submitted to the GRC, the Chairperson shall make a preliminary assessment, noting measures taken to prevent escalation of grievance. If the grievance has not been taken up previously for resolution at any level, the Chairperson shall assist the student/staff to take such efforts. However, if the Chairperson is convinced that reasonable efforts have been made, he/she shall act on the complaint received.
- b. If the grievance involves matters related to disabled, workplace harassment or SC/ST, if the Chairperson deems fit, it is to be forwarded to the statutory committee set up for the purpose. The statutory committee concerned shall then address the matter, in accordance with the rules prescribed for that committee.
- c. The Chairperson shall convene a meeting of the GRC within a week's time of receiving the grievance letter.

- d. As part of Grievance resolution, the matter may be presented before the Staff Council if the grievance has institutional ramification and subject to the comfort of the student.
- e. If not resolved, to the satisfaction of the student, the GRC may convene a final meeting inviting the Manager.
- f. If the grievance is regarding the Head of the Department/ Office Superintendent/Principal/Chairperson of GRC the concerned mentor/teacher/student can directly lodge the formal complaint in writing with the Principal or Manager, as the case may apply.
- g. The same process mentioned above will be adopted for teaching and administrative staff, along with the same structure and time-frame. The Head of the Department/ Office Superintendent will attend to the aggrieved, on receipt of the grievance in writing. If not addressed within a week, the complaint shall be submitted to the Chairperson of the GRC. If the grievance is about the Head of the Department/ Office Superintendent/Principal/Chairperson the concerned staff member can directly lodge the formal complaint in writing with the Principal or Manager, as the case may apply.
- h. The law of natural justice shall be observed and a fair hearing to the complainant (aggrieved) and concerned persons shall be given at all levels. Where ever appropriate the GRC will be mandated to admonish, issue suspensions or higher order punitive measures, and rule (in writing) in favour or against any order, accommodating dissent within the committee.
- i. All complaints received before the GRC shall be filed and the process shall be documented in the minutes book of the committee.

## **8 INSTITUTIONAL VALUES AND BEST PRACTICES**

### **8.1 VALUE POLICY: HUMAN VALUES AND PROFESSIONAL ETHICS**

- a. Loyola has believed in value-oriented education. As part of its commitment to values we have held value education programmes regularly. This tradition shall be upheld.
- b. The faculty shall attempt to incorporate value components into internal assessment, co-curricular and extra-curricular processes as far as possible.
- c. Teachers shall be encouraged to provide feedback to students on the core values expected to be achieved by them.
- d. There shall be at least 2 value education sessions a month, exempting months when exams are scheduled.