



# GRIEVANCE REDRESSAL POLICY



SACRED  
HEART  
COLLEGE  
Autonomous



Sacred Heart College, Thevara, Kochi 682 013  
[www.shcollege.ac.in](http://www.shcollege.ac.in)

## **Grievance Redressal Policy**

A systematic mechanism for the redressal of students' grievances is functioning in the college. If the student has any grievance on non-academic issues, she/he may approach the Teacher in-charge/ Department Head/ Dean of Student Services. If it doesn't get resolved there, the matter may be reported to the Principal who refers it to the grievance redressal cell, constituted as follows:

- Vice Principal
- Senior faculty
- Staff secretary
- Staff representative
- Dean & HoDs concerned
- Dean, student services
- Woman representative
- Student representative
- Management representative

The cell looks into the grievance and makes its recommendations to the Principal

In order to address the grievances regarding academic matters, a four-level redressal mechanism is envisaged. Complaints regarding evaluation shall be brought to the notice of the teacher concerned. If the student is not satisfied with his/her decision, he/she may appeal to the Departmental Redressal Cell, which consists of the HoD, the teacher-in-charge for that class and the teacher against whom the complaint is made as members.

The student shall also have the freedom to make a further appeal to the College Level Grievance Redressal Cell, which consists of the Principal, Controller of Internal Examinations and the HoD concerned as members. Complaints can be filed online at [grievances@shcollege.ac.in](mailto:grievances@shcollege.ac.in)

If the student is not satisfied, he/she may appeal to the University Level Grievance Redressal Cell which consists of Pro-Vice Chancellor, Affiliation Committee Convener

and Controller of Examinations. The verdict of the University Level Redressal Cell shall be final.

## **Sexual Harassment Policy**

In compliance with the instructions of National Commission for women and guidelines issued in implementation of the directives of Hon'ble Supreme Court Judgement dated 13th August, 1997 on the subject of sexual harassment of women in the workplace, the college had duly constituted an Internal Complaint Committee for considering complaints of sexual harassment. The composition of the Complaints Committee was revised subsequent to retirement, transfer etc. of the existing Chairperson/Member. This Committee in the college has now been re-constituted on 12<sup>th</sup> July, 2017 based on the recommendations of Sexual Harassment of Women at Workplace(Prevention, Prohibition and Redressal) Act and Rule 2013, as well as Handbook on Sexual Harassment of Women at Workplace by Ministry of Women and Child Development, Govt. of India, for considering complaints of sexual harassment of women at workplace.

The composition of the committee is as follows:

- A Presiding Officer who is a senior women faculty.
- Two members from amongst employees preferably committed to the cause of women or who have had experience in social work or have legal knowledge.
- One member from amongst non-governmental organisations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment.

At least one-half of the total members so nominated shall be women

Complaint regarding Sexual Harassment against women can be made either in paper form or it can be filed online at [icc@shcollege.ac.in](mailto:icc@shcollege.ac.in). Aggrieved

woman can file the complaint of sexual harassment at workplace to the ICC within a period of three months from the date of incident and in case of a series of incidents, within a period of three months from the date of last incident. In case the aggrieved woman is unable to make a complaint on account of her physical incapacity, a complaint may be filed inter alia by her relative or friend or her co-worker or any person who has knowledge of the incident, with the written consent of the aggrieved woman.

### **Anti-Ragging Policy**

In pursuance to the Judgment of the Hon'ble Supreme Court, the UGC guidelines and the Prohibition of Ragging Act, Kerala, 1998, the following mechanisms are established to ensure a ragging-free campus:

- Wide dissemination of anti-ragging policy and warning through admission advertisements, prospectus and other information booklets.
- Obtaining signed undertaking from students and parents against ragging.
- Assurance by head of institution/departments to the freshers and parents about full protection and support against any attempts of ragging by seniors.
- Introducing anti-ragging policy and warning to the seniors through holistic education classes.
- Constitution of an anti-ragging committee and anti-ragging squad, as well as watch and ward arrangements to identify vulnerable locations and to keep a constant vigil and watch at such locations.
- Regular interaction and counseling with the students to detect early signs of ragging and identify trouble-triggers.
- Surprise inspection at hostels, student's accommodation, canteens, rest-cum-recreation rooms, toilets, etc for preventing/quelling ragging and any uncalled for behaviour/incident.
- Installation of CCTV cameras at vital points.

- Offering orientation, mentoring and professional counseling to freshers to prepare them for the socio-academic life ahead.
- Updated information on the college website with the complete address and contact details of nodal officers related to anti-ragging committee.
- Creating awareness among the students about the functioning of the National Anti-Ragging Helpline having phone number **1800-180-5522 (24x7 Toll Free)** and e-mail [helpline@antiragging.in](mailto:helpline@antiragging.in)

**The Anti-Ragging & Ethics** Committee is constituted with the following members:

- Discipline committee
- Two administrative staff members
- Local police representatives
- Local political leaders
- PTA representatives
- Alumni representatives
- Student representatives
- First year class teachers

