

Grievances Redressal Annual Report 2023-2024

1. About the Committee

A properly organized policy for addressing grievances plays a crucial role in creating a positive atmosphere within educational institutions. It ensures that all individuals receive fair treatment, thereby fostering trust and providing a platform for voices to be heard. Effective mechanisms such as grievance redressal committees and secure channels for storing complaint-related data enable institutions to address issues promptly while respecting individuals' privacy. This reflects their dedication to cultivating an environment that supports academic progress, personal growth, and the well-being of everyone involved.

2. Details of the Members

The following are the members of the Grievance Redressal Cell for the academic session 2023 – 2024:

Grievance Redressal Cell		
S. No.	Name	Position
1	Rev. Dr A Rex Angelo, SJ	Chairman
2	Rev. Dr Raymond Cherubin, SJ	Vice Principal
3	Dr Salim Khan	Coordinator
4	Dr Ajay Kumar Dandotiya	Asst Coordinator
5	HoD & Dept. Teachers - Business Administration	Member
6	HoD& Dept. Teachers - Commerce	Member
7	HoD& Dept. Teachers - Economics	Member
8	HoD& Dept. Teachers - English	Member
9	HoD& Dept. Teachers - Computer Science	Member
10	HoD& Dept. Teachers - Political Science	Member
11	HoD& Dept. Teachers - Psychology	Member
12	HoD& Dept. Teachers - Arts	Member
13	HoD& Dept. Teachers - Science	Member

3. Objective:

- The committee ensures that all concerns are taken seriously and addressed promptly, contributing to a healthy and harmonious working or learning environment.
- By adhering to established policies and procedures, the committee create a supportive atmosphere where students and staff feel valued, respected, and heard.

4. Details of the Work Performed :

- The Committee set a training programs for committee members involved in handling grievances. These training sessions equip them with necessary skills such as active listening, conflict resolution techniques, and empathetic communication skills etc., which are vital while dealing with complainants sensitively.
- The committee assigned a member to maintain a summary of the recent student grievances received by the committee. The grievances included issues related to course scheduling, grading discrepancies, and concerns about faculty behaviour.

A detailed Action plan for addressing student grievances was formed.

- Grievance 1: Course Scheduling
- Grievance 2: Grading Discrepancies
- Grievance 3: Faculty Behaviour

5. Future plan for the next Academic year

- All updates of grievances should be communicated to committee in detailed manner.
- Training Program for committee members for handling grievances.