



SANTHIGIRI

INSTITUTE OF MANAGEMENT

Affiliated to MG University and Approved by AICTE

POLICY FOR STUDENT



Vazhithala P. O, Thodupuzha, Idukki, Kerala, India
Postal Code – 685583

E-mail: sim_director@santhigiricollege.com

Contact No: + 91 703 403 1310 / + 91 703 403 1314

STANDARD OPERATING PROCEDURE FOR GRIEVANCE REDRESSAL

The students, parents and the employees can feel dissatisfaction, feelings of injustice, complaints, negative perceptions, whether expressed or not, during the day to day functioning of the institution. These elements of discontent may take the form of a grievance when it is reported to authorities while pursuing the 2-year full-time MBA programme. The discontents, when brought to the notice of the authorities becomes a grievance. This policy for grievance redressal has been developed to resolve any such grievance in an amicable manner with transparency, to the maximum possible level of satisfaction to the stakeholders. The standard operating procedure (SOP) for grievance handling is aimed to develop and implement an effective grievance redressal system at Santhigiri Institute of Management.

Category of Student Grievances

The possible types of grievances (not comprehensive) are presented here in order to effectively resolve the same.

No.	Type of Grievance	Nature of Grievance
1.	ACADEMICS & RESEARCH	Planning & Delivery of Curriculum Quality of Curriculum Content Course Support Material Completion of Syllabus Schedule of Classes / Time table Library Conferences & Seminars, Research Programmes
2.	TRAINING & PLACEMENT	Regular Training Modules Industry Interface – 3i Programmes Micro-Internship & Internships Industry Visits Main Project Placements
3.	FACULTY MEMBERS INCLUDING HIGHER AUTHOITIES	Quality of Teaching Internal Assessment & Continual Evaluation Discrimination / Victimization Mentoring
4.	EXAMINATIONS	Internal Examinations – Schedule, Evaluation University Examinations – Schedule, Results
5.	STUDENT SERVICES	Transport Hostels Fees Collection – Scholarships, Refunds Uniform & Dress Code Response from College Office Medical & First-Aid
6.	INFRASTRUCTURE	Class Rooms Furniture Computer Lab Wi-Fi Facilities
7.	CO-CURRICULAR & MANAGEMENT ASSOCIATION	Festival Celebrations Events
8.	STUDENTS	Student Conflicts, Mental & Physical Harassment
9.	MISCELLANEOUS	Any other type of Disagreements, Dissatisfactions

Category of Faculty Grievances

No.	Type of Grievance	Nature of Grievance
1.	Academic Matters	Allocation of Subjects, Workload etc.
2.	HR Policy & Service Conditions	Complaints related to Promotion, Salary, Increments, Allowances, Leave, Perquisites, Grants, Benefits etc.
3.	Against Reporting Authority	Any Action of the Reporting Authority
4.	Work Place & Environment	Furniture, Facilities, Quality of Working Environment, Timings, etc.
5.	Common Services	Transport, Canteen, Refreshments, Medical etc.
6.	Behaviour of Staff / Students / Parents / other Stakeholders	Any Behavioural Conflicts during the course of work
7.	Library & Computer Lab	Lack of Library Text Books, References, Computer & Internet Facilities, Audio Visual Aids, etc.
8.	Sexual Harassment	Any complaint as per the Law
9.	SC / ST Grievances	As per the Law

Category of Staff Grievances

No.	Type of Grievance	Nature of Grievance
1.	HR Policy & Service Conditions	Complaints related to Promotion, Salary, Increments, Allowances, Leave, Perquisites, Grants, Benefits etc.
2.	Against Reporting Authority	Any Action of the Reporting Authority
3.	Work Place & Environment	Furniture, Facilities, Quality of Working Environment, Timings, etc.
4.	Common Services	Transport, Canteen, Refreshments, Medical etc.
5.	Behaviour of Staff / Students / Parents / other Stakeholders	Any Behavioural Conflicts during the course of work

Grievance Redressal Procedure:

For Students & Parents

The Reporting Authority shall attempt to amicably resolve the problems through informal resolutions after holding discussions, necessary counselling etc. before escalating the complaints to a formal grievance. The aim is to avoid conflicts between the stakeholders and create a conducive environment in the institution. The levels of grievance redressal procedure is presented in Table No.4 which clearly shows the different authorities to be contacted whenever a complaint arises.

- There are three levels of handling the grievance redressal procedure. The third level authority is the final authority
- Any student who has a grievance shall submit the complaint to the Batch Coordinator, the first level authority for grievance redressal. The submissions can be in writing or even verbal information. The complainant/s are expected to submit the grievance in its entirety, with all supporting documents and covering the entire facts and issues. The Batch Coordinator shall put every effort to resolve the problem as per the college rules and regulations, after investigating the matter properly. Any such actions at the level of the Batch Coordinator shall be completed and reported to the Director within 2 working days.

- The Batch Coordinator shall report all submissions to the Director, the second level authority in the Grievance Cell before 2 working days. Depending on the nature of the complaint, the Director shall initiate the grievance redressal procedure by constituting an enquiry committee to investigate the problems raised by the students. The complainant should be instructed to submit all documents supporting the problem and the level two authority shall complete the enquiry within 5 working days. Thereafter, under intimation to the level 3 final authorities, the second level authority shall take appropriate decisions to resolve the matter within the rules and regulations of the institution.
- The level three and final authority is the Working Council of the college. The matters reported by the Director, level two authority shall be discussed in a meeting of the working council. The merits and demerits of the complaint shall be thoroughly investigated by the level three authority. A separate sub-committee can be constituted by the level three authority for conducting the enquiry in such cases.
- The entire grievance handling procedure shall be completed within ten working days and the decisions shall be communicated to the complainants through official email.

For Faculty Members

- The teaching staff can submit their complaints pertaining to item numbers 1,3,4,5, 6 and 7 to the Director, the first level authority. The Director shall look into the matter and forward it to the Executive Director within two working days. The final authority is the Governing Council of the college. After the Governing Council meeting, the Executive Director shall communicate the decision to the concerned Faculty Member within 30 working days. Governing Council is the final level authority for teaching staff.

For Non-Teaching Staff

- For the grievances raised by the Non-Teaching Staff except Librarian, Executive Director is the first level authority. The Executive Director shall offer a patient hearing to the staff member and take appropriate decisions. The Governing Council is the appellate authority for handling grievances raised by non-teaching staff.

Guidelines for Grievance Redressal

- The authorities at different levels of Grievance Handling shall follow the principle of natural justice and ensure transparency in the entire processes and procedures.
- The complainant/s shall be given proper communication with the progress in handling the grievances.
- Strict confidentiality and privacy shall be ensured by the authorities at different levels of the Grievance Redressal Procedure. The identity of the complainant/s shall not be disclosed during the enquiry / investigation of the case.
- At any point during the grievance handling procedure, proper communication shall be given to the complainant/s / respondent/s in writing, if there is any such request.
- The Reports / Records pertaining to any grievance handling procedure shall be maintained in the college office for a period of one year after the date of closure of the grievance handling.
- The authorities shall strictly avoid any prejudiced actions, interpretations, etc. during the grievance handling procedure in the institution.

- For the Faculty / Staff Grievances, the Executive Director and the Governing Council Members shall address the complaints with prudence and natural justice, holding the finest tradition of the CMI Province.

DIFFERENT LEVELS OF GRIEVANCE HANDLING PROCEDURE

For Students / or Parents

Category of Grievances	Level I Authority	Level II Authority	Level III Authority
ACADEMICS & RESEARCH	Batch Coordinator	Director	Working Council
TRAINING & PLACEMENT	Batch Coordinator	Head – Training, Placement & Corporate Relations	Working Council
FACULTY MEMBERS INCLUDING HIGHER AUTHOITIES	Batch Coordinator	Director	Working Council
EXAMINATIONS	EMC Convenor	Director	Working Council
STUDENT SERVICES	Asst. Administrative Officer	Director	Working Council
INFRASTRUCTURE	Batch Coordinator	Director	Working Council
CO-CURRICULAR & MANAGEMENT ASSOCIATION	Faculty Coordinator	Director	Working Council
STUDENTS	Batch Coordinator	Director	Working Council
MISCELLANEOUS	Batch Coordinator	Director	Working Council
SEXUAL HARASSMENT	Batch Coordinator	Internal Complaint Committee	Internal Complaint Committee
SC / ST COMPLAINTS	Batch Coordinator	SC / ST Committee	Working Council

For Teaching Staff

Category of Grievances	Level I Authority	Level II Authority
Academic Matters & Library	Director	Executive Director
Sexual Harassment	Director	Internal Complaints Committee
SC / ST Complaints	Director	SC / ST Committee
HR Policy & Service Conditions	Executive Director	Governing Council
Against Reporting Authority	Executive Director	Governing Council
Work Place & Environment	Executive Director	Governing Council
Common Services	Executive Director	Governing Council
Behaviour of Staff / Students / Parents / other Stakeholders	Director	Executive Director

For Non-Teaching Staff

Category of Grievances	Level I Authority	Level II Authority
HR Policy & Service Conditions	Executive Director	Governing Council
Against Reporting Authority		Governing Council
Work Place & Environment	Executive Director	Governing Council
Common Services	Executive Director	Governing Council
Behaviour of Staff / Students / Parents / other Stakeholders	Executive Director	Executive Director
Sexual Harassment	Executive Director	Internal Complaints Committee
SC / ST Grievances	Executive Director	SC / ST Committee

The Grievance Handling Procedure has been prepared as per the norms prescribed by the All-India Council for Technical Education (AICTE) and the affiliated University. The stakeholders can submit the grievances either through the e-mail sim_director@santhigiricollege.com or through the online portal <https://www.santhigiribschool.com/grievance-portal>

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Director