



GRIEVANCE REDRESSAL MECHANISM POLICY

SNM TRAINING COLLEGE
MOOTHAKUNNAM

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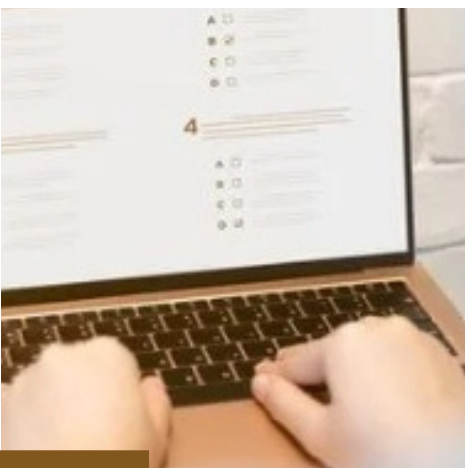
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Grievance Redressal Mechanism Policy

The SNM Training College, Moothakunnam, prides itself on fostering an inclusive and supportive community for its stakeholders. As part of the commitment to cultivating an environment where everyone feels heard, respected, and valued, the college have implemented a Grievance Redressal Mechanism Policy. This policy serves as a structured framework to address concerns promptly and fairly, ensuring transparency in the resolution process



Objectives

- To create an environment where grievances, from students, staff, parents and alumni are addressed effectively and efficiently.
- To establish an accessible and transparent process for submitting grievances through online and offline mode.
- Treat all information related to grievances and their resolution with the utmost confidentiality to safeguard the privacy of all involved parties.



SUBMISSION OF GRIEVANCE

- Grievances can be submitted through an online portal or in writing, ensuring clarity in detailing the nature of the grievance.
- A Grievance Redressal Committee (GRC) will be constituted, comprising faculty and student representatives.
- The GRC will review grievances within 7 days to assess validity and severity. Regular updates on the progress of grievance resolution will be provided to the complainant if the resolution extends beyond the initial time frame.
- The college will implement the resolution plan promptly, addressing the grievance effectively.



This policy aims to foster a conducive environment within SNM Training College by promoting transparency, maintaining a positive atmosphere, and facilitating the resolution of grievances promptly and fairly for the betterment of the entire community

Principal

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