DON BOSCO COLLEGE (CO-ED), YELAGIRI HILLS
BBA & BCA PROGRAMMES – AICTE APPROVED COURSES
GRIEVANCE REDRESSAL COMMITTEE
Guidelines and Procedures

The Grievance Redressal Committee is constituted to provide a transparent and accessible mechanism for addressing genuine grievances of students and other stakeholders of the college. The Committee aims to ensure fairness, protect the dignity of students and staff, and promote a peaceful and supportive academic environment.

The Committee shall function in accordance with the applicable AICTE provisions relating to grievance redressal. A mechanism shall be maintained for receiving grievances from students, parents and other stakeholders and placing them before the Committee for appropriate consideration.

Information regarding the Committee, its members and the grievance mechanism shall be communicated to students and displayed at appropriate places. Students may submit grievances directly to the concerned staff/Committee members or through a written complaint or suggestion box where confidentiality or anonymity is preferred.

OBJECTIVES

- To uphold the dignity of the College by promoting a peaceful and harmonious atmosphere.
- To encourage students to express genuine grievances freely and without fear of victimization.
- To promote cordial student–student and student–teacher relationships.
- To provide a fair and accessible mechanism for resolving academic, administrative and other legitimate grievances.
- To protect the privacy and dignity of individuals involved in the grievance process.

SCOPE OF GRIEVANCES

The Committee may consider genuine grievances concerning academic and administrative matters, classroom teaching and management, completion of syllabus, teaching methods, student services, harassment and other issues affecting the welfare or rights of students and staff. Ragging and disciplinary violations should be reported immediately to the Principal and dealt with under the applicable institutional rules.

FUNCTIONS AND RESPONSIBILITIES OF THE COMMITTEE

1. Provide students and stakeholders with a safe opportunity to present grievances freely and frankly.
2. Receive, record and scrutinize written or verbal grievances and assess their authenticity and seriousness.
3. Examine grievances fairly and objectively and, where required, conduct hearings or enquiries.

4. Maintain privacy and confidentiality of the parties involved, subject to applicable rules and procedures.
5. Obtain relevant facts and information before arriving at a decision.
6. Ensure timely and appropriate disposal of grievances.
7. Refer matters to the concerned department or section for necessary corrective action.
8. Forward findings or recommendations to the College Management/competent authority whenever necessary.
9. Conduct periodic meetings to review pending and resolved grievances.
10. Follow up cases regularly until their final disposal and maintain appropriate records.

GRIEVANCE SUBMISSION AND FOLLOW-UP

- Students or staff may approach the designated Committee member or submit a written grievance through the prescribed grievance channel.
- A suggestion/complaint box may be used by persons who prefer to submit their grievance in writing or anonymously.
- Every grievance shall be examined on its merits and dealt with objectively, with due regard to confidentiality.
- The Committee shall communicate or recommend appropriate action and periodically review the status of unresolved matters.

GRIEVANCE REDRESSAL COMMITTEE MEMBERS

S.No.	Name	Designation / Department	Capacity	Mobile Number
1	Dr. Ravi L	Principal	Chairperson	8148159319
2	Dr. Bosco Augustine	Secretary	Representative of College Administration	8754752858
3	Fr. Jerome	Dean	Convener	8940038224
4	Mr. Baskar	HoD – Computer Applications (CA)	Member	9566591138
5	Mr. Arul Anthony Rozario M	HoD – Management Studies (MS)	Member	9629302423
6	Dr. Jayarmary	Asst. Professor	Member	9629577114
7	Mr. Rajesh	Asst. Professor	Member	—

The Grievance Redressal Committee is intended to provide a fair, confidential and timely mechanism for resolving genuine grievances and maintaining a supportive academic environment.