

# FATIMA MATA NATIONAL COLLEGE

AUTONOMOUS

(Reaccredited with 'A' Grade by NAAC)

Affiliated to University of Kerala



## 5.1.5 Grievance & Redressal Policy

**IQAC** INTERNAL QUALITY ASSURANCE CELL

## **FATIMA Student Grievance Redressal Policy**

FATIMA ensures a safe and vibrant learning environment. The college entails its students to express themselves freely, without fear and apprehensions, and safeguards the students from exploitations of any kind and from any source.

To render the promises to practice, FATIMA is vigilant and offers freedom of expression irrespective of gender, but firm on strict rules and regulations for maintaining decorum within the campus. The Disciplinary Committee is in charge of this, and the team steers the machinery with regard to campus discipline.

FATIMA has created a mechanism for redressal of students' grievances at three levels.

1. **Anti-Ragging Cell:** To prohibit, prevent and eliminate the scourge of ragging including any conduct by any student or students whether by words, spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, or indulging in rowdy or undisciplined activities by any student or students which cause or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in any fresher or any other student, or asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student, with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student. Ragging is strictly prohibited in the campus. If any incident of ragging comes to the notice of the authority, the students concerned will be given the opportunity to explain their behaviour before the anti-ragging committee. If they found guilty, they will be suspended/ expelled from the

institution on the recommendation of the committee. Ragging cases shall be reported to police. Penalty for ragging includes imprisonment upto 2 years and fine upto Rs.10000/-.

2. **Anti-Sexual Harassment Cell:** This is constituted as per the regulations of the UGC and the judgement of the honourable Supreme Court issued in 1997, with a view to effective enforcement of the basic human right of gender equality and guarantee against harassment and abuse in the campus. The proactive role of the Cell aims to combat sexual harassment, violence against women and ragging at the college.
3. **Students' Grievance Redressal Cell:** This is an initiative taken by the College in accordance with the directions of the UGC for facilitating students to lodge his or her grievances pertaining to his life in the campus. The basic aim is to ensure transparency in admissions, prevent unfair practices in higher educational institutions and provide a mechanism for redressal of their grievances.

### **Procedure**

The students are encouraged to express their grievances/problems freely and frankly, without any fear of being victimized.

Suggestion/Complaint Box is installed in front of the Administrative Block in which the students, who wish to remain anonymous, can put in writing their grievances and their suggestions for redressal.

The Grievance Cell will act upon those cases which have been forwarded along with the relevant documents.

The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.