



GRIEVANCE REDRESSAL POLICY

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Toms College of Engineering has a strong system in place to address student complaints about both academic and non-academic issues in order to advance student welfare.

Curriculum Matters

Specific committees created for this purpose address complaints regarding academic issues like admissions, internal assessment, and exams.

Aims of the Grievance Redressal committee

Grievance Redressal committees are established with the goal of giving students a forum to discuss and resolve their problems. The committees are tasked with handling student complaints and swiftly resolving them. Generally speaking, these committees' goals are:

To provide a platform for important communications and close the communication gap related to various academic matters

- To ensure that students receive prompt solutions to their problems
- To ensure harmonious student-faculty relationships
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Objectives

- To maintain a positive learning atmosphere in the institute, the Grievance Redressal Committee aims to foster a responsive and accountable attitude among all stakeholders.
- Maintaining the College's honour by ensuring a strike-free environment and encouraging friendly student-student and student-teacher relationships, among other things.
- Encouraging students to voice their complaints and issues openly and honestly without worrying about being victimized.



- Encouraging College students to treat one another with dignity and respect, and to exercise the greatest restraint and patience whenever a conflict arises.
- Cautioning all students against inciting them to act out against other students, teachers, or college administration
- To establish a monitoring system to ensure the College runs smoothly.

Scope

The Committee handles complaints that students submit in about any of the following issues.

- Academic Issues: Concerning the prompt issuance of duplicate grade reports, transfer certificates, conduct certificates, or other exam-related issues.
- Finances: Concerning fees and payments for a variety of items from the library, hostels, etc.
- Other Concerns: Concerns about various aspects of sanitation, food preparation, accessibility to transportation, etc.

Functions

Upon receiving complaints from the students, the cases are promptly handled.

The Committee meets in person to discuss each case; compiles statistics about the number of cases received, handled, and, if any pending cases that need direction and oversight from higher authorities.

Grievance Handling Mechanism

The following mechanism is in place for timely action towards grievance handling

Mentor- Mentee System- This feature is offered in the institution for the advantage and direction of the students. Students are free to discuss any personal or academic issues they are facing during regular meetings between the mentor and the mentee.

Counseling Cell- For the students' overall development, including the necessary early intervention to address any complaints, advice and guidance are provided here.

Open Door Policy- For any escalation of an earlier complaint, all students are free to personally contact the HOD, DEAN, or PRINCIPAL during college working hours.

Withdrawal- The student is free to withdraw their complaint without consequence at any time.



Composition of Grievance Redressal Committee

Name	Designation	Position
	Chairman	
	Director	
	Dean	
	Principal	
	Vice Principal	



Paw. Aj
Director
TOMS COLLEGE OF ENGINEERING
Mattakara P.O.
KOTTAYAM, KERALA - 686 564