

LITTLE FLOWER DEGREE COLLEGE

(Affiliated to Osmania University)

Uppal, Hyderabad

Managed by Brothers of St. Gabriel Society



INTERNAL COMPLAINT POLICY – GRIEVANCE REDRESSAL

1. Objectives

- Providing a platform for students to voice their complaints and concerns
- Addressing student grievances promptly and effectively
- Ensure fairness and impartiality in resolving disputes or issues.
- Maintaining transparency in the grievance resolution process.
- Implementing measures to prevent similar grievances from arising in the future.
- Promoting student welfare and satisfaction within the college community.
- Collaborating with relevant stakeholders to find solutions to grievances.
- Respect the rights and dignity of each individual.

2. Grievance

Grievance refers to formal complaints or issues that students have with aspects of their academic and administrative procedures. Grievance includes the definition in UGC Regulations under clause 2(f) of the Gazette Notification No.14- 4/2012(CPP-11) dated December, 2012 and shall comprise the following.

1. Grievance pertaining to administrative matters

- Admission - students may contest admission perceived as unfair or biased.
- Fee payment - Students dissatisfaction with financial aid package or suspension and termination of the decision.
- Scholarship - Students may dispute eligibility criteria for scholarships especially if they meet the requirements, but were not awarded the scholarship.
- Transparency and access - if there perceive biased or unfairness in any administrative process
- Certificates and documents - any document or certificate is withheld that can hinder a student's ability to pursue further education or employment.
- Institute- University liaison - students may feel that the university liaison does not adequately provide opportunities.

2. Grievance pertaining to academics

- i. Campus Life
- ii. Grading Disputes
- iii. Access to educational resources
- iv. Academics
- v. Grievances related to examination

3. Composition

- a. Principal
- b. Vice Principal
- c. Coordinator
- d. Faculty
- e. Student Council President
- f. Student Council General Secretary

4. Roles, Responsibility and Functions:

- a. Should serve as a primary point of contact for students to submit Grievances related to their college life.
- b. Should accurately document and maintain a record of all grievances received, which include details of the complainant, nature of the grievance and action taken.
- c. Responsible for conducting thorough investigation into each grievance.
- d. Resolution of grievances should be through mediation or negotiation aimed at mutually acceptable outcomes.
- e. Ensure confidentiality of the complainant and sensitive information.
- f. The committee resolves grievances within a reasonable timeframe of one week to fortnight depending upon the severity of the issue.
- g. Redressed grievances should be communicated to the principal.

5. Procedure for Lodging Grievance

- a. The student can login to the designate site provided by the college to access the online grievance form
- b. Students can also lodge grievances along with evidence such as mails, screenshots or photographs to email - grievance@lfdc.edu.in
- c. Students can also drop in their grievances in the grievance/suggestion box. (Can remain anonymous if required)

6. Mechanism

- a. The committee conducts an initial review to assess the validity and seriousness of the grievance.
- b. The committee investigates the grievance which may involve gathering evidence.
- c. The committee works towards resolving the grievance through informal channels such as mediation and negotiation.
- d. The committee makes a decision based on the findings of the investigation within a week to fortnight depending on the severity of the complaint.
- e. The decision is communicated to the students
- f. The committee submits the relevant documents and reports to the principal.

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