

Grievance Redressal Cell

"To have grievance is to have a purpose in life".

-Alan Coren

About the College

MIT First Grade College previously Gopalaswamy College of Professional Studies established in the year 2009 by Maharaja Education Trust with the aim to provide quality education, culturally and academically for enthusiastic and upcoming youth. MIT First Grade College is focused to offer high quality career oriented learning environment with its excellent and dedicated management and staff. Our college has earned its strong academic reputation since its inception. Every year, a good number of students secure rank and distinction in university examination. Most of our students have become entrepreneur, joined reputed organisation, and opted for higher education.

Overview of Grievance Redressal Cell

The committee facilitates addressing issues of the students by taking necessary steps for solving the issues. It is one of the statutory committee to resolve the issues and difficulties faced by the students in the college premises. It attempts to address genuine problems and complaints of students regardless of the nature of problem.

Objectives

- To create a platform where students can share their problems regarding academic and non-academic matters.
- To take suggestions from the students for improvement of the college.
- To take necessary steps for improvement of the institute in the light of grievances.
- To suggest periodic amendments of all the rule books of the institute depending on the relevance.

Standard Operating Procedure (SOP)

Grievances should be brought to the notice of concerned class teachers/ Mentors and Department Heads. The Mentor and Head of the respective department

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will address the issue and try to resolve it within one week of the receipt of the grievance. If there is no response within the stipulated time from the respective department or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Institute Grievance Redressal Cell. The Cell will submit the detailed report and recommendations to the principal for the necessary actions.

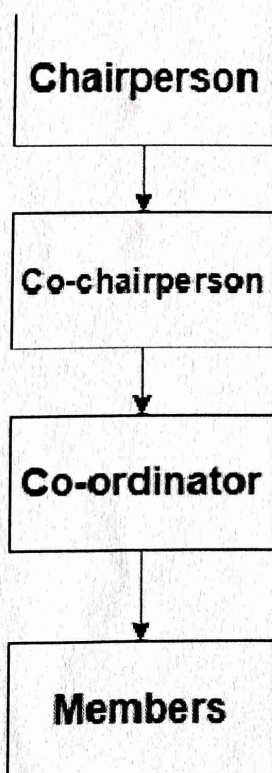
The complaint management mechanism is carried out in three levels in the institution.

Roles & Responsibilities:

The cell operates through the faculty of the college at different layers to resolve the issues and concerns of the students related to college, academics, and some personal and psychological aspects.


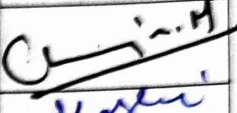
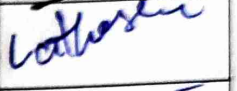
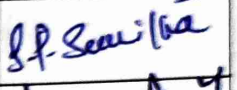


- The departmental level grievances are attended by the concerned Mentors and Department Heads.
- The student and staff members of grievance Redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution and are resolved in consultation with principal and management.

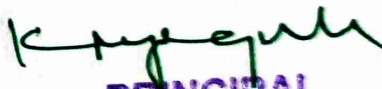
Hierarchy of Positions:



Committee Manuals

Staff Advisory members of Grievance Redressal Cell for the Academic Year 2020-21:

S/N	Name	Designation	Department	Position	Signature
1	Prof. Nage Gowda K	Principal	Commerce	Chairperson	
2	Dr. Chandrajith M	Vice Principal	Computer Science	Co-Chairperson	
3	Mrs. Latheswari	Assistant Professor	Kannada	Coordinator	
4	Mrs. S P Sunitha	HoD of PG Commerce	PG Commerce	Member	
5	Mr. Aravind	Assistant Professor	Computer Science	Member	
6	Ms. Akshatha	Assistant Professor	UG Commerce	Member	


Principal
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