



# BISHOP CHULAPARAMBIL MEMORIAL COLLEGE

(B.C.M. College)

KOTTAYAM

(NAAC REACCREDITED)

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## GRIEVANCE REDRESSAL POLICY

The institution is keen on implementing various measures for properly handling the grievance redressal through the grievance redressal cell of the College. The college provides adequate and ample platforms for its different stakeholders to raise their grievances.

Grievances related to the internal assessment have a three-level mechanism to address them. The students can appeal to the upper authority only if the grievance is not satisfactorily addressed at the lower level.

- 1. Department Level:** It is chaired by the Head of the Department.
- 2. College Level:** The Principal is the Chairman of this committee. It has a Co-ordinator, HOD of the concerned department, student representative, hostel warden and a senior teacher nominated by the College Council as its member.
- 3. University Level:** is constituted by the Vice-Chancellor of the University.
4. Resolution of grievances related to admission in various academic programmes has the aid of a special help desk.
5. Grievance related to fee payment, caution deposit, etc., should be dealt with by the respective Heads of the Department and should be reported to the Principal according to the seriousness of the issue.
6. Complaints related to various college offices, including the Principal's office, can be informed directly to the Manager of the College.
7. Grievance redressal can be given in writing to the Head of the institution, or it can be dropped into complaint boxes at various locales on the campus.
8. The issues are to be addressed at the very earliest by the committee chaired by the Principal.



  
**Principal**  
Bishop Chulaparambil Memorial College  
Kottayam