



# ST. XAVIER'S COLLEGE MAHUADANR

Estd: 2011. Affiliated to Nilamber-Pitamber University, Medininagar NPU/R/953/11

P.O- Mahuadanr, Dist. Latehar, Jharkhand 822119

Accredited with 'B' Grade by NAAC, Recognized by UGC

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Phone: 9508440233/6207249298 Email: [sxcmdanr@gmail.com](mailto:sxcmdanr@gmail.com) website: [www.sxcm.co.in](http://www.sxcm.co.in)

## GRIEVANCE REDRESSAL POLICY

The college has established a Internal Complaint Cell. The committee is responsible for addressing complaints lodged by students and assessing their validity. Additionally, the Internal Complaint Cell is vested with the authority to address issues of harassment. Individuals with genuine grievances may approach the Internal Complaint Cell members in person. Alternatively, grievances may be submitted in writing if the person prefers not to appear in person. Grievances can also be communicated via email to the officer in charge of the Internal Complaint Cell or the Principal.

### Objective

- The primary objective of the Internal Complaint Cell is to foster a responsive and accountable attitude among all stakeholders, thereby promoting a harmonious educational atmosphere within the institute.
- A Internal Complaint Cell has been established to address problems reported by college students, guided by the following objectives:
- Preserving the college's dignity by ensuring a strike-free environment through the cultivation of cordial relationships between students and between students and teachers.
- Encouraging students to express grievances and problems freely and openly, without fear of reprisal.
- Installation of Suggestion/Complaint Boxes on each floor, enabling students to anonymously convey grievances and suggestions for enhancing academics and administration.
- Advising students to uphold each other's rights and dignity, exercising restraint and patience in times of conflict.
- Advising students against instigating conflicts between fellow students, teachers, and the college administration.

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- Advising all staff members to treat students with affection and refrain from vindictive behavior for any reason.

## **Responsibilities**

- Offer a channel for aggrieved students to address individual grievances, fostering a healthy atmosphere among students, staff, and management.
- Discuss and resolve written grievances submitted by concerned students.

## **Procedure**

- The formation of the Internal Complaint Cell will be widely communicated.
- Students are encouraged to freely express grievances by placing them in designated boxes located at conspicuous points.
- The Internal Complaint Cell will take action on cases accompanied by necessary supporting documents.
- The committee will address only those matters that haven't been resolved within various departments.
- Grievances related to fees, etc., will be considered only if relevant financial documents like demand drafts are provided.

## **Establishment of a Grievance Internal Complaint Cell**

To comply with UGC regulations regarding addressing grievances from students or parents, a “Internal Complaint Cell” has been established within the college. This committee is tasked with investigating the nature and extent of grievances, and it can propose appropriate actions for redressal at the institutional level.



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