

# JPM ARTS AND SCIENCE COLLEGE

## Department of English

### Grievance Redressal Cell

The Department of English, JPM Arts and Science College has constituted a Students Grievance Cell. It will look into the complaints lodged by the students of English Department. The GRC is also empowered to look into issues of harassment. Anyone with a genuine grievance may approach the Head of the Department and lodge a complaint or may file a complaint by E-mail or the student may drop his/ her in the complaint box placed in the Department of English. Confidentiality and privacy is always maintained.

### **Goals & Objectives**

The objective of the GRC is to develop a responsible and accountable attitude among all the stakeholders so that a harmonious academic atmosphere is maintained. The Grievance Redressal Cell has the following functions:

- Redressal of Student's Grievances.
- To act as an agent between the students and department to redress grievances.
- To support the students who have been deprived of the services for which they are entitled.
- To ensure effective solution to the student grievances with impartiality and fairness.



- To make teaching staff responsible, accountable and courteous in dealing with the students.
- To encourage the students to express their problems / grievances frankly and freely and without any fear of victimization.
- Complaints regarding class room management ,class room teaching, methods of teaching , completion of syllabus etc., if and when they arise.

## **Rules**

- The committee will deal with all the genuine grievances of the learners of the Department.
- All complainants should file their grievances either by writing to the committee or online on the website of the Department.
- The student shall bring up his grievances in the prescribed format immediately to the grievance cell without fail. Confidentiality and privacy is maintained.



## **GRIEVANCE REDRESSAL CELL MEMBERS**

<b>Committee members</b>	<b>Contact Number</b>
Mr. Abhijith K Divakar (Head of the Department of English)	9400674068
Ms. Rosanna Davis (Senior teacher)	9446918768
Mr. Bineesh Joseph	70258221225



## REVISED LIST OF GRIEVANCE REDRESSAL CELL MEMBERS

Committee members	Contact Number
Ms. Anju Varkey (Head of the Department of English)	95629 86030
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