



(Affiliated to Mahatma Gandhi University, Kottayam)



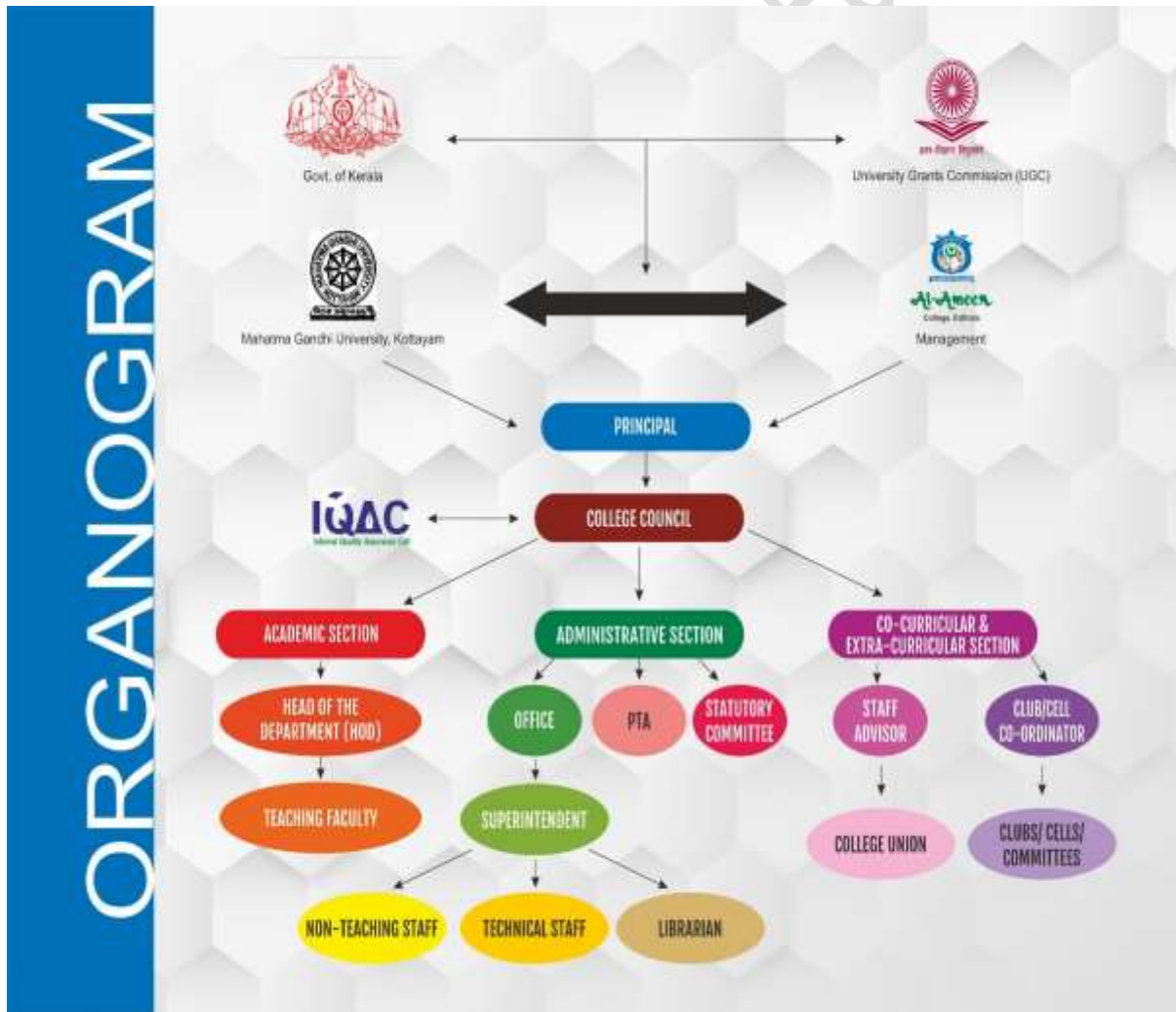
STAFF GRIEVANCE REDRESSING MECHANISM

Framed by:

INTERNAL QUALITY ASSURANCE CELL (IQAC)

GRIEVANCE REDRESSING MECHANISM

Al-Ameen College, Edathala follows a specific ‘Grievance Redressing Mechanism’ in the college to address the grievances or complaints or concerns if any, pointed out by the teaching as well as non-teaching staff of the college. There is a separate cell functioning for the same which comprises of staff representatives and Management representatives. Following organogram conveys the formal channels of reporting. Staff grievances are generally addressed as per the hierarchical order given in the channel. But direct reporting to higher authority is also possible in certain situations depending on the urgency of the matter.



In case of grievances connected with routine matters, staff are allowed to communicate directly to the Grievance Cell/ Committee members. In exceptional cases, where the matter requires individual and confidential addressing, staff can report the same directly to either Principal or Manager who would take follow up actions. Grievances reported in the committee are addressed by the committee members in situations that can be resolved by them through meetings. In exceptionally important matters, Grievance Committee Members can seek the suggestions from the Management Committee and Staff Council of the College. Grievance Redressing Committee assures secrecy and confidentiality of grievances pointed out by staff and also ensures timely follow up actions.

GRIEVANCE REDRESSING MECHANISM IN COMMON PRACTICE

