Mechanism of Grievance Redressal

The Grievance Redressal Cell aims to investigate the complaints lodged by any student and redress as it per requirement.

Our institution has a clear process in place for the prompt resolving of student grievance. The following are some measures institutions take to ensure a quick and easy appeals process.

FUNCTIONS

1. Setting up committees to deal with complaints regarding student grievances, sexual harassment, and ragging. The committees are comprising of faculty members and student representatives.
2. Redressal of Students' Grievances to solve their academic and administrative problems through a designated student grievance committee.
3. Internal Complaints Committee is set up to deal with and prevent incidents of sexual harassment.
4. Anti-Ragging Cell is tasked with monitoring and preventing incident of ragging in the campus.
5. These committees will co-ordinate between students and Departments / Sections to redress their grievances and,
6. Guides the students to redress their problems.

MECHANISM OF THE GRIEVANCE REDRESSAL

* The students can state their grievance regarding any matter within the campus.
* Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
* Accessibility: The committees are easily accessible to students seeking to file grievances. <https://docs.google.com/forms/d/e/1FAIpQLSeKJoBHMOjz-IqMUxWIopJopAURCHAvZLL2AJhE_Qjyyyjq4g/viewform?usp=sf_link>

**Contact Information**

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| Dr. Shailini S. Rao (Coordinator) | Internal Complaints Committee | 7259583121 | [icc.mcahs@gmail.com](mailto:icc.mcahs@gmail.com) |
| Ms. Sonu A. S (Coordinator) | Anti-Ragging Cell | 9037574787 | [antiraggingcell.mcahs@gmail.com](mailto:antiraggingcell.mcahs@gmail.com) |
| Ms. Rashmi  (Coordinator) | Grievance Redressal Cell | 7022130276 | [grievanceredressalcell.mcahs@gmail.com](mailto:grievanceredressalcell.mcahs@gmail.com) |

* Confidentiality: Confidentiality is maintained to protect those who raised concerns from potential reprisals or harassment.
* Fairness: Each incident is treated fairly and impartially through a thorough investigation, collection of evidence, and allowing both parties to present their side of the issue.
* Timeliness: Each of the issues and the complaints submitted are handled promptly and as efficiently as possible.
* Resolution: The primary goal of grievance resolution is achieved through mediation, negotiation, or other conflict resolution methods, depending on the nature of the grievances.
* Documentation**:** All complaints, actions taken, and resolutions are documented for accountability and future reference.
* Training: Members of these committees are trained in conflict resolution, communication skills, and relevant policies and procedures.

Additionally, through collection of feedback on quality of education and facilities offered by the institution. In conclusion, Mangala College of Allied Health Sciences is committed to providing safe and supportive environment for our students. We strive to maintain transparency in redressal and prevention resulting in a positive and inclusive learning environment for our students.