



RAAK

COLLEGE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE, New Delhi, Affiliated to Pondicherry University)
(A Unit of Farouk Educational Trust)

GRIEVANCE REDRESSAL POLICY

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PREPARED BY	VERIFIED BY	APPROVED BY
		
ADMINISTRATIVE OFFICER	IQAC COORDINATOR	PRINCIPAL



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An ISO 9001:2015 Certified Institution

GRIEVANCES REDRESSAL POLICY

Objective:

- ❖ The objective of a Student's Grievances and Redressed Committee typically revolves around providing a platform for students to address and resolve their concerns, complaints, or grievances within an educational institution.
- ❖ The primary purpose is to provide a formal mechanism for students to express their grievances related to academic, administrative, or personal issues within the institution.
- ❖ Ensuring that students are treated fairly and impartially in resolving their grievances, irrespective of their background or status within the institution.

Functions of the committee:

- ❖ The committee receives complaints and grievances from students regarding academic, administrative, or personal issues within the institution.
- ❖ It investigates the complaints thoroughly, ensuring all relevant facts and details are gathered to understand the nature and extent of the grievance.

Responsibilities:

- ❖ The committee should have a system in place to receive grievances from students regarding any issues they encounter within the educational institution.

Academic issues:

- ❖ Addressing grievances related to unfair grading practices, including incorrect grading, subjective grading, or bias in evaluation.
- ❖ Handling complaints regarding exam scheduling, conduct, invigilation, or irregularities during examinations.
- ❖ Resolving issues related to attendance policies, including discrepancies in attendance records or unfair penalties for absences.





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- ❖ Addressing concerns regarding the quality of teaching, course material, or delivery methods, including outdated or irrelevant curriculum.
- ❖ Dealing with grievances related to assignment or project evaluations, such as unfair marking criteria or lack of feedback.
- ❖ Provide details about the appeal mechanism available to the aggrieved party in case they are dissatisfied with the outcome of the initial grievance resolution. This may involve escalating the grievance to higher authorities or a designated appellate body.
- ❖ Conduct training sessions or awareness programs for employees or stakeholders to educate them about the grievance redressal policy, their rights, and responsibilities.
- ❖ Maintain accurate records of all grievances lodged, actions taken, and outcomes achieved. This documentation helps in monitoring trends, evaluating the effectiveness of the grievance redressal policy, and ensuring compliance with legal requirements.
- ❖ Periodically review the grievance redressal policy to identify any gaps or areas for improvement. Incorporate feedback from stakeholders to enhance the effectiveness and efficiency of the grievance handling process.

Standard Operating Procedure (SOP):

- ❖ Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective Institute / department / office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.
- ❖ If, there is no response within the stipulated time from the respective Institute / department / office or grievant is dissatisfied with response / resolution to his / her grievance, then the grievant is free to represent his / her grievance to the College Grievance Redressal Committee (GRC).
- ❖ Depending up on the seriousness of grievance, the office of the GRC will follow them up regularly till their final disposal by way of reminders.





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- ❖ The GRC shall fix a date for hearing and intimate the same to the respective department as well as the grievant via e-mail. If at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to decide, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested document.
- ❖ If, the grievance is against the respective Head of Institute / department / office, then the grievant may directly submit his/her grievance in writing via email or submit in person at the Grievance Redressal Office.

