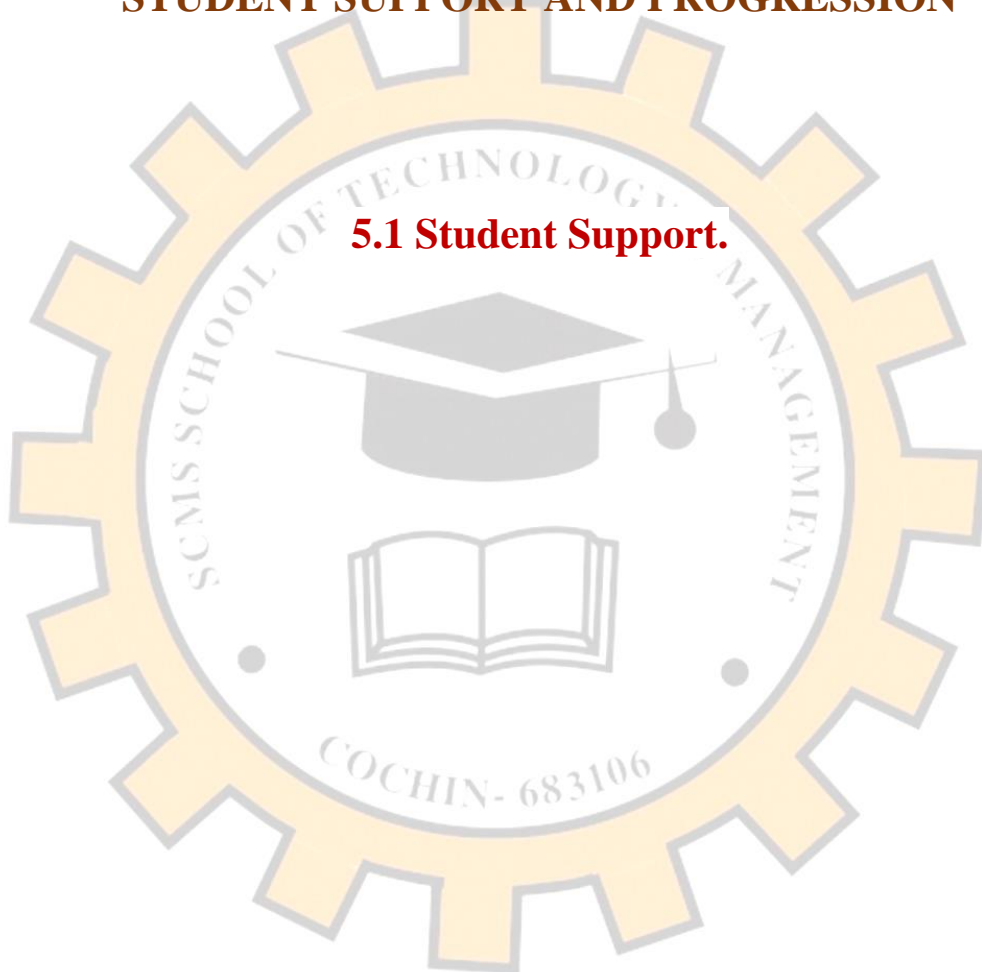




**SCMS SCHOOL OF TECHNOLOGY AND MANAGEMENT (SSTM)**  
**SCMS Campus, Prathap Nagar, Muttom, Aluva, COCHIN- 683 106. KERALA**

## **CRITERIA 5**

### **STUDENT SUPPORT AND PROGRESSION**



#### **5.1 Student Support.**

**5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases**





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## GRIEVANCE REDRESSAL MECHANISM

In accordance with the UGC (Grievance Redressal Regulations 2012, SCMS School of Technology and Management have set up a mechanism to address grievances of students on campus, Faculty and Employees. Accordingly, a policy for grievance redressal of students, Faculty & Employees had been outlined in 2014 as under with an aim & objective to address the grievances of students, Faculty & Employees of SSTM in a just and fair manner.

### GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS

The college has four levels of student's grievance redressal

#### Level 1: Student Online Feedback Mechanism

Student feedback is taken during the mid and end-semester. The students record their suggestions and grievances. Student feedback is administered through the AMS system of the college known as Linways. The System Administrator consolidates the feedback and communicates it to the principal and the Management committee for further action. The Action Taken Report is further presented before the appropriate aggrieved student batch.

#### Level 2: Open Door

- a) An aggrieved student shall first present his/her grievance verbally or in writing to the concerned Batch Coordinator/ HoD or directly to the Principal. The HoD is required to furnish the answer within one week of the presentation of grievance. The aggrieved can maintain the anonymity if he/she wishes so. A registry to be maintained for the purpose.
- b) The Concerned HoDs have to forward the written grievances which requires the attention of the Grievance Redressal Committee within a week.
- c) The IQAC shall also function as a Registry to Grievance Redressal Committee. On receipt of grievance it shall be informed to the concerned HoDs
- d) The Aggrieved person may appear either in person or represented by such person as may be authorized to present his/case







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## Level 3

The college has a Student Council for the undergraduate courses consisting of two elected representatives from each class and also some nominated members by the college management. The council consist of the student representatives, the executive director, principal, head of the departments of Undergraduate courses, College management representatives and the faculty in charge of Cultural activities and also faculty in charge of sports activities. The council meets twice every month and discusses various matters. The students are given opportunity to voice their suggestions, opinions and grievances if any during the meetings. Appropriate actions are taken on the same.

## Level 4

Complaint register A complaint register is maintained at college reception counter for students to register complaints regarding the maintenance of facilities in the campus. The staffs in charge of maintenance of facilities check the register and remedial actions are taken regularly.

  
**Dr. G Sashi Kumar**  
**Principal**

