



STUDENT GRIEVANCE REDRESSAL POLICY MANUAL

2018

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DECLARATION

The objective of this Manual is to compile the student grievance redressal policy and procedures followed in Holy Grace Academy of Management Studies, Mala. This Manual supersedes all previous manuals, handbooks, and memorandums that may have been issued from time to time on subjects covered in this Manual.

The Institute reserves its right to interpret; change; suspend; cancel; or dispute, with or without notice; all or any part of what is contained in the Manual

In the interpretation of any policies and procedures covered in the Manual, the Director's decision will be final and binding on all employees of the Institute.

CHAIRMAN

STUDENT GRIEVANCE REDRESSAL COMMITTEE



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CHAPTER 1

GENERAL INFORMATION

1.1 HOLY GRACE GROUP OF INSTITUTIONS

The old dictum that ‘Actions Speak Louder than Words’ is true with the unique reputation that Holy Grace enjoys ever since its inception in 1999. The smile of satisfaction on every child is the hallmark that Holy Grace values most. Adherence to the ethics in academics and uncompromising spirit for perfection are transparent to everyone who associates with Holy Grace.

Holy Grace is not merely an institution that is limited to teaching the students who come to its classrooms. Its responsibility stretches to the society in which Holy Grace is part of. The bridge between parents-teachers and management is maintained always intact. The channels of communication through which feedbacks sent and received make the system well-oiled throughout.

Holy Grace has always been a student-oriented and student-centric institution and strongly believe that a judicious blend of modern techniques and traditional values will sustain us and bring success to our students. Special efforts are taken by the college in giving career guidance and facilitating placements. Apart from academics, the soft skills of the students are enhanced through a variety of co-curricular activities such as group discussions, debates, presentations, project works, external seminars, industrial visits etc.

Holy Grace Group of Institutions

Launched in 1999 under the rubric of Holy Grace Foundation, a registered charitable and educational society, Holy Grace Group of educational institutions commenced its meritorious journey towards fulfilling its mission to provide ‘quality education with a Global perspective’ for coming generations. Institutions of various genres catering education in various fields starting from CBSE School to Colleges of Engineering, Pharmacy, Polytechnic, Management Studies, all came into being at different periods of time.

Now Holy Grace Campus is an educational cluster with multiple institutions ideally spaced in a sprawling 15 acres of flourishing green land. It is a matter of great joy and pride for us to say that over the years we have earned a reputation for quality education that equips a student not only with academic credentials but also with personal credentials like social, intellectual, behavioural or sports and art cultural. More over our effort to provide education along with preparing a student in such a way that he or she never falls short of any global bench marks was very much appreciated by both parents and students alike.



Holy Grace Academy of Management Studies

The wholehearted support and encouragement received from the general public paved the way for the birth of Business School in 2005 which is affiliated to the University of Calicut and approved by the AICTE New Delhi. As for Holy Grace, the Business School is the premier institution among the sister institutions of the Group. Professionalism and academic discipline are always maintained ever since its inception. The MBA programme here offers host of specializations such as Tourism and Hospitality, International Business, Human Resources, Marketing, Finance and Systems. The expert coaching by the dedicated faculty and the guest lectures by the eminent industrial leaders are the regular features at Holy Grace. It was elevated in 2019 to the Research Centre of Kerala University of Fisheries and Ocean Studies and many scholars are doing research in various topics in Management.

A unique Academic Industry Interaction program is conducted every month that imparts the students with industrial insights. There are separate hostel facilities for girls and boys. Recreational and health facilities like Table Tennis, Gym and a swimming pool are also made available to the students. The Institute aligns programs to industry needs and offer numerous avenues for learning and exposure. There are many co-curricular activities that are offered by the institution. The compulsory confidence building exercises help the students in many ways. The institution provides 100% placement assistance. The top recruiters that give placements include Toyota, Bajaj Alliance, Decathlon, Tata Group, Esaf Bank, ICICI, Byju's, 90+, to name a few.

The well-stocked library with e-books and plenty of journals facilitate the students for self-learning. The College also offers regular industrial visits and internship programmes. The air-conditioned class rooms are equipped with audio-visual facilities. The College also has a Business Studio which is aimed to ignite the entrepreneurial aspirations of the students. The College also gives importance to indoor and outdoor games such as football, basketball and badminton, table tennis, chess etc.

Add-on training programmes, orientation and out bound programmes go on in parallel with the main course of study. The IELTS and French language coaching under the professional mentors help the students to seek job abroad. NCFM/ NISM certifications, Business Data Analytics and Diploma in



GST, SAP/ERP training, training Logistics and Supply Chain Management and Digital Marketing are also offered by Holy Grace Academy of Management Studies.

1.2 GOVERNING BODY

The governing structure of Holy Grace Academy of Management Studies is presented in a tabular format below

Board of Directors

Sl. No	Name	Designation
1	Sri Vakachan Thakkolkaran	Chairman HGAMS
2	Sri Benny John Ainikkal	Vice Chairman
3	Sri. K T Benny	Secretary
4	Sri. Davis Kavalakkatt	Finance Director
5	Sri. James Maliakkal	Board Member
6	Sri. Sany Edattukaran	Board Member
7	Adv. Clemance Thottapilly	Board Member
8	Sri. N J Pauly	Board Member
9	Sri. Jeesan Pallipatt	Board Member
10	Sri. Jolly Vadakkan	Board Member
11	Sri. Robinson A T	Board Member
12	Sri Johnny Chenginiyadan	Board Member
13	Sri. K V Antony	Board Member
14	Sri. Jose Kannampilly	Board Member
16	Sri Baby Vettiyadan	Board Member
17	Sri. Jose Elanjipilly	Board Member
18	Sri. Antony Maliakkal	Board Member
19	Sri.M P Johnson	Board Member
19	Sri C V Jose	Board Member
20	Sri.Albert Antony Kunnampilly	Board Member



Advisory Council Members

Dr. Abdul Salam	Former Vice Chancellor, Calicut University.
Dr. M Ramanunni	Director, Agriculture Cooperative Staff Training Institute, Govt. of Kerala.
Dr. Sivakumar R	Former Dean, Vellore Institute of Technology.
Dr. Justin Paul	Professor, University of PUERTO, RICO, SANJUAN, USA & Distinguished Scholar in IIM-K.
Dr. V K Anand Kumar	Former Professor, IIM Bangalore, Director of Institute of Supply Management India and USA.
Dr. Ajith Abraham	Director, Mission Intelligence Research Lab USA
Mr. O.T.S Nambiar	Former Executive Director, Spices Board, Govt. of India.
Mr. Rajeshkumar S	State Council Member, CII southern Region Forum for Entrepreneurs & Start-up Member.
Mr. Jomy P L	Educator, Career expert, Director of Sensorium Centre for Advanced Learning
Mr. Vimal Chandran	Director, Academicia Management Skill Pvt. Ltd.



CHAPTER 2

2.1 STUDENT GRIEVANCE REDRESSAL POLICY

The grievances are handled by the Grievance Redressal Committee. Employee Grievance Redressal Committee (ERGC) is for employees, while Student Grievance Redressal Committee (SRGC) is for students. The specifics are as follows:

SGRC (Student Grievance Redressal Committee) - A Student Grievance Redressal Committee

(SGRC) is a committee formed in accordance with AICTE regulations. A complaint from a dissatisfied student about any part of the institution should be directed to the Chairperson, (SGRC).

Student Grievance Redressal Committee

In accordance with AICTE guidelines, we have constituted (SGRC) with the following composition, namely:

- Director of HGAMS - Chairperson.
- Three senior members of the teaching faculty to be nominated by the Director and out of threemembers, one member shall be female and other from SC/ST/OBC category.
- A representative from among college students to be nominated by the Director based on academic merit / sports excellence / performance in co-curricular activities
- Members and the special invitee will serve two-year terms.
- The meeting will have a quorum of three people, including the Chairperson, but excluding thespecial invitee.
- The SGRC shall apply natural justice principles in addressing the grievances before it.
- Within 15 days of receiving the complaint, the SGRC shall deliver its report to the Director, together with any recommendations, and a copy to the aggrieved student.
- Any student who is dissatisfied with the Student Grievance Redressal Committee's judgement may file an appeal with the Ombudsperson within a certain time frame.
- As required by AICTE regulation, the affiliated University of HGAMS,



University of Calicut, has also appointed an Ombudsperson. The information of the Ombudsperson is given in the university site.

Procedure for Resolving Complaints

- A student who is aggrieved can visit the online Student Grievances Redressal portal of HGAMS and submit an application for redress of grievance. Within 15 days of receiving an online complaint, the institution is required to forward the complaint and any accompanying comments to the SGRC. The SGRC, where applicable, will set a date for the complaint hearing and will let both the institute and the offended student know about it. A party that feels victimized may choose to submit their case in person or through a representative. Within the time frame specified in the regulations, complaints that the SGRC is unable to settle are to be forwarded to the Ombudsperson.
- At the completion of the proceedings, the Ombudsperson shall, after affording both parties a reasonable opportunity to be heard, issue the order, with justifications, that may be deemed suitable to address the complaint and offer the student who has been aggrieved the required relief. Copies of the order with the Ombudsperson's signature must be given to the institution and the offended student. The institution must also post the order on its website.
- The institution is required to follow the Ombudsperson's recommendations, and the Ombudsperson is required to inform the Council of any instances in which the institution fails to do so.

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SGRC (Student Grievance Redressal Committee) – A Student Grievance Redressal Committee (SGRC) is formed in accordance with AICTE regulations. A complaint from a dissatisfied student about any part of the institution should be directed to the Chairperson, (SGRC).



Grievance Redressal Committee

Dr.Roy John	Director
Dr.Antony Kolenchery	Faculty Representative
Mr. Manoj Varghese	Warden-Men's Hostel
Mrs. Kochurani	Warden- Women's Hostel
Ms. Greeshma Babu	Student Representative
Mr. Joe Paul Poly	Student Representative