

# St. Xavier's College Thumba

Thiruvananthapuram, Kerala

*A knowledge Society with Compassion Equity and Justice*

## Policy on Grievance and Redressal (Students)



**IQAC**

**St. Xavier's College Thumba**

[www.stxaviersthumba.org](http://www.stxaviersthumba.org)

**ST. XAVIER'S POLICY MANUAL**



**IQAC, St. Xavier's College Thumba  
Thiruvananthapuram**

## **St. Xavier's Policy Manual**

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Dr. (Fr) V. Y. Dasappan S. J.  
Principal & IQAC Chairman

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## Quality Policy

St. Xavier's, a Jesuit institution of higher learning, has a rich a heritage of educational practices tested and proven all over the world for more than four hundred years. This legacy inspires us to toil for a better tomorrow keeping abreast the best and acceptable pedagogical tools of the day, while remaining firmly committed to our vision of "*a knowledge society with compassion, equity and justice*". The governance of the institution is always in tune with the stated mission of "*committing ourselves to excellence in higher education, training and building a just society with a preferential option for the marginalized*" and it is reflective in its leadership and decisions. The practice of following set policies clearly demonstrates the commitment of the institution to stick to its core values while striving to achieve its set goals. St. Xavier's is committed to pursue global standards of excellence in all our endeavours particularly teaching, learning, research, extension and in areas of administration and management, while building a culture of excellence, inclusion and nurturing of positive values of mutual respect, commitment to work, delivery of service, innovation in work, and high ethical standards.

## ST. XAVIER'S COLLEGE, THUMBA

**Vision** : A knowledge society with compassion, equity and justice

**Mission** : We commit ourselves to excellence in higher education, training and building a just society with a preferential option for the marginalized.

### Objectives

1. To provide quality higher education to the most marginalized in society, especially the fisher people.
2. To develop in our stake holders critical awareness of the social reality leading to commitment to justice and active citizenry.
3. To inculcate core values in our students.
4. To train our students in life skills.
5. To ensure gender sensitivity and equity in our campus and in the society.
6. To train our students to be excellent researchers and knowledge workers.
7. To develop socially committed outreach services.

### Core Values

- Search for Truth
- Excellence (Magis)
- Equity
- Peace
- Eco-Sensitivity

**Motto:** *'Asatho Ma Sadgamaya'*

## **POLICY ON GRIEVANCE AND REDRESSAL (STUDENTS)**

- The College shall ensure that there is a Grievance Reddressal Cell functioning in the college.
- The Cell shall meet mandatorily twice a year, once in the beginning and in the end besides other meetings as required
- The Cell shall have five members nominated by the College Council.
- The Convener of the Cell shall be a senior faculty member
- The composition of the Cell shall be as following: Convener, two members of the teaching faculty, a senior lady faculty, a non-teaching staff and a student representative
- On receiving a complaint the Cell shall hold a meeting to discuss the issue.
- If there is apparent merit in the complaint the Cell shall arrange a meeting with the aggrieved party for further clarifications.
- In the light of the clarifications the Cell shall call the other party against whom the complaint has been lodged for a hearing.
- On the basis of the hearing the Cell shall arrive at a conclusion and propose the recommendations to the Principal for further action.