



# St Joseph College of Communication

Media Village, Changanassery  
Affiliated to Mahatma Gandhi University, Kottayam, Kerala

Vision: Transforming Media for a Wholesome World

Founded in 2004

## Examination and Valuation - Grievance Redressal Policy

<b>Responsible Executive</b>	CoE, St Joseph College of Communication
<b>Responsible Office</b>	CoE, St Joseph College of Communication
<b>Date Issued</b>	November 2020
<b>Date Last Revised</b>	November 2023

### 1. Statement of Policy

The academic excellence attained by a college becomes visible to society through the credible and perfect evaluation/examination system and the timely publication of results. The office of the Controller of Examinations plays a vital role in this direction. The CE office makes all efforts to carry out the examination and valuation activities efficiently and fairly. However, it is also acknowledged that student grievances/complaints are an integral part of any higher education institute. Hence the 'Examination and Valuation - Grievance Redressal Policy' of the college is framed with the objective of prompt and efficient redressal for all complaints and grievances received from various stakeholders; students, teachers and parents.

### 2. Objectives

The Policy shall cover student grievances related to Internal-semester assessment, Evaluations and issues of Mark. Counselling regarding University Examination and complaint registration is done at the Exam Cell. The examination and valuation grievance redressal policy shall follow the following principles.

- All students of the college shall be treated fairly at all times.
- Grievances/complaints raised by students or other stakeholders shall be dealt with the utmost courtesy and promptly.

- Students shall be fully informed of avenues to present their grievances/complaints within the College.
- All staff associated with the CE Office shall work in good faith and without prejudice to the satisfaction of students.

### 3. Individuals and entities affected by this Policy

The primary stakeholders of the policy are students, teachers and parents. To make the grievance redressal mechanism more meaningful and effective, a structured system shall function at the CE Office, which shall ensure that the redressal provided is just and fair, within the given framework of rules and regulations given in the Examination Manual, Curriculum and other relevant documents.

### 4. Role & Responsibilities

The students shall have full right to register his/her complaint if he/she is not content with the examination/valuation activities provided by the college. The student can register a complaint/grievance through mail ([internalexams@sjcc.ac.in](mailto:internalexams@sjcc.ac.in)) or scan the QR code provided on the college website, library and notice boards of the college or in writing to the CE office. Students, who want to remain anonymous, shall put in writing their grievances in the complaint box provided at the CE office.

The Controller of Examinations shall be responsible for the resolution of all complaints/grievances received in the CE office. Based on the nature of the grievance the CE shall collect details from the respective officials as given in the table below to resolve the grievance.

Nature of Grievance	Official
Conduct of Examinations	Controller of Examinations
Valuations	Director of Valuations
Tabulations/Mark cum Grade cards/Certificate	Administrative Assistant, Examinations
Internal Assessment	Internal Evaluations Coordinator/Heads of respective departments/Internal assessment: Grievance redressal cell
Infrastructure	Bursar

Based on the details received from the respective officials, the CE shall take necessary steps which come under the purview of the Examination Manual, Curriculum and other rules and regulations of the college to resolve the grievance.

If the nature of the grievance is very serious or critical the CE shall forward the grievance to the Examination committee of the college to formulate an apt resolution. The CE shall also prepare a grievance redressal report for each grievance received. The reference of this report shall be recorded in the grievance register.

The Examination Committee may also review the practice and procedures of grievance redressal on an ongoing basis.

### **Policy Revision**

This Policy shall undergo an annual review and the changes shall be placed before the Academic Council of the college for approval.

## **5. Approval & Review Details**

### **Approval Authority:**

Executive Director, St Joseph College of Communication

### **Officer In-charge:**

Controller of Examinations & Director Valuations, St Joseph College of Communication

**Approved on: November 2023**

**Next Review Date: November 2024**

## **6. Feedback:**

Stakeholders may provide feedback about this document by e-mailing IQAC.