



**FAROOK INSTITUTE OF  
MANAGEMENT STUDIES**  
(Promoted by Farook College-Estd. 1948)

Approved by AICTE & Affiliated to the University of Calicut

### Office Order

**Office Order(No/ 2021)**

**Date: 30/09/2021**

### Formation of Grievance Redressal Committee

**Ref. - AICTE Regulation for Establishment of a Grievance Redressal Committee & appointment of Ombudsman, by the Technological & Affiliating Universities 1 AICTE approved Institutions. Letter from AICTE No.1- 101IDPGIAICTEIOBUDSMAN/2012 dtd.gth July 2012.**

With reference to above, Grievance Cell is being formed for this Institute. The Grievance Redressal Cell is a body to hear and decide on matters related to academic, discipline, curricular and co curricular activities of the students. Students having any complaint /##grievance shall contact any of the following members of the Grievance Cell.  
The Cell consist of the following members:

1. Dr. Saji Kuriakose (Chairman)
2. Ms. Sujata Shankaran
3. Dr. Ahamed Riaz K.
4. Mr. Abdul Rasheed C.

The Statutory Committee Grievance Redressal Committee (GRC) is formed as per Clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE. (All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012.) The Committee has been formed in order to ensure transparency by technical institutions imparting technical education in admissions, preventing unfair practices, complaints of alleged discrimination by any aggrieved students of Scheduled Caste, Scheduled Tribe, OBC, Women, Minority or Disabled Categories, scholarship issues and sexual harassment and to provide a mechanism to innocent students and stakeholders for redressal of their grievances.

**Procedure:** The person concerned with any grievance shall fill the Grievance Redressal Form with all possible facts and documentation and submit it to the Principal's office. The committee will investigate into the matter and shall try to resolve it as quickly as possible. Aggrieved student' means a student who has any complaint in the matters concerned with the grievances given below as defined under these regulations of the AICTE Act , 1987.



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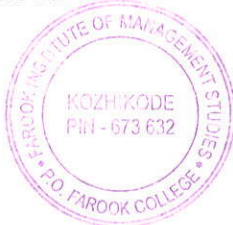
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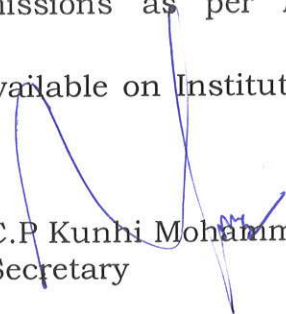
Grievances may include the following points of the aggrieved students namely:-

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- (ii) Irregularity in the admission process adopted by the institute;
- (iii) Refusing admission in accordance with the declared admission policy of the institute;
- (iv) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (vi) Breach of the policy for reservation in admission as may be applicable;
- (vii) Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;
- (viii) Nonpayment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
- (ix) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (x) On provision of student amenities as may have been promised or required to be provided by the institution;
- (xi) Denial of quality education as promised at the time of admission or required to be provided;
- (xii) Non transparent or unfair evaluation practices;
- (xiii) Harassment and victimization of students including sexual harassment; and
- (xiv) Refund of fees on withdrawal of admissions as per AICTE instructions from time to time.

Corresponding letters from AICTE and GR are available on Institute web site for reference.

  
Dr. Saji Kuriakose  
Director



  
C.P. Kunhi Mohammed  
Secretary

Copy: All Notice boards/Concerned Members/ File.





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## **1. STUDENTS' GRIEVANCE REDRESSAL POLICY**

### **Preamble:**

FIMS and its management are committed to create, promote and maintain a harmonious educational environment in its campus without fear of prejudice, bias and harassment, to ensure that equality in education is not seriously impaired. FIMS believes that a perfect synchronization between students and the Institute can promote a healthy and carefree ambience for better learning. Hence, to maintain a strife-free atmosphere and to ensure an affable relationship among students and between student & teacher, FIMS has committed itself to the procedures laid down in this policy document to address the grievances of students as per the All India Council for Technical Education (AICTE) regulations, 2019 Clause 1 Section 23 of the AICTE Act 1987 regarding establishment of the mechanism for Grievance Redressal in Technical Institutions.

## **2. APPLICABILITY**

This policy applies to all the existing and the prospective students of FIMS. To ensure that the students report their grievances and problems freely and openly and for quick and effective redressal mechanism; the faculty, the staff and the students are oriented about the grievance redressal mechanism and the working of the Student Grievance Committee

## **3. OBJECTIVES**

3.1 To provide an organizational framework for ensuring a fair and impartial Grievance Redressal mechanism of the students at FIMS.

3.2 To promote an educational culture for a harmonious and cordial relationship between Student-Student, Student-Faculty and Student- Staff in the campus.

3.3 To ensure that the grievance redressals are unbiased, time-bound, prompt and done with utmost confidentiality.

3.4 To ensure that the views of the grievant and the respondent are respected and any party to a grievance is not discriminated against or victimized.





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3.5 To create awareness among the stakeholders, as to what constitutes discrimination and harassment and how to develop a responsible and accountable attitude.

#### **4. DEFINITIONS**

**4.1 Complaint:** Is a verbal or a written expression of a dissatisfaction with a student with regard to a decision, for example the outcome of an Assessment or a service delivery of the Institution or an inappropriate behaviour of any other student or staff member of the Institution.

**4.2 Mentor Group:** An informal group of students [mentees] and a faculty member [mentor] formed at the time of enrolment of the students intended to promote group mentorship, where mentors are responsible for the overall development of his mentees and the mentees learn to use the mentor as a resource person.

**4.3 Grievance:** Any dispute (i) between students or (ii) between students and the faculty or (iii) between students and the non-teaching staff or (iv) between students and the management/ administrative branch of FIMS. It includes teaching-learning activities and interpersonal matters and the complaints that are not resolved satisfactorily through the informal approaches.

**4.4 Applicant:** A student enrolled with the institution or a prospective student seeking admission to the Institution who has made a valid grievance as per this policy document

**4.5 Respondent:** Grievance Redressal committee [the Chairperson or the Secretary of the Student Grievance Redressal committee]

**4.6 Grievance Redressal Committee:** A Committee constituted by the Institution as per the Clause 5 of AICTE (Redressal of Student Grievances) Regulations 2019.







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## **5. STUDENT'S GRIEVANCE REDRESSAL COMMITTEE**

The Institution has constituted a Grievance Redressal Committee in accordance with the Clause 5 of the AICTE (Redressal of Student Grievance) Regulation 2019 as an independent body to for implementation of the provisions of this policy document.

The committee comprises of

1. Dr.Saji Kuriakose, Director, Farook Institute of Management Studies-Chairperson
2. Dr. Ahamed Riaz, Deputy Director, Farook Institute of Management Studies-Member
- 3.Prof.Sujata Shankaran & Prof. Rajesh Janardhanan - Two senior members of the faculty as members nominated by the chairperson, out ofwhich one member shall be a female
4. A student representative nominated by the Chairperson based on Academic merit or excellence in sport or extracurricular activities-Special invitee

The tenure of the members would be for two years and the quorum for the meeting including the chairman but excluding special invitees would be three.

5. The updated Student's committee members with their names, designations and contact details shall be made available on the Institution website <http://www.fims.ac.in>

## **6. GRIEVANCE REDRESSAL MECHANISM**

To ensure that the students report their grievances and problems freely and openly there exists an effective mentoring program. Each student is assigned to a particular faculty member who regularly follows up with their mentees on their academic and co-curricular progress and builds a strong communication channel.





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In case of any grievance, it is first addressed by the student's mentor. In case the concerned faculty member is not able to resolve the issue, it is forwarded to the FIMS Grievance Handling Committee.

Resolving the complaints and the Grievance are done in two stages;

- Phase 1 - Informal Complaint Resolution
- Phase 2 - Formal Grievance Resolution

### **6.1 Phase 1 - Informal Complaint Resolution:**

- The students are encouraged to raise any kind of dissatisfaction they have on any matter in the form of a complaint with his mentor.
- On receiving the complaint from the mentee, it is the mentor's responsibility to look into the concerns raised by the student and take all necessary steps within his authority and in accordance with the policies of the Institution to find a quick resolution of the complaint at the earliest
- The mentors shall acknowledge the receipt of the complaints within 2 to 4 hours of its receipts. They shall advise the students on the procedures he / she is required to follow within 24 hours of the receipt of the complaint.
- All attempts should be made to resolve the complaint within 48 hours of its receipts.
- In case no satisfactory resolution of the complaint is achieved within 48 hours of it being raised, the mentors may advise the mentee to escalate the complaint to phase 2 and raise a formal grievance as per the procedure given in Phase 2 below.

### **6.2 Phase 2 –Formal Grievance Resolution**

#### **6.2.1 - Initiating Grievance**

- A student raises a Grievance if the informal approach does not resolve the complaint A grievance must be submitted by the student in writing or Emailed to the Administrator.
- The written grievance must be in the form of a detailed complaint and must be made within 15 days of the date of occurrence of the event giving rise to the grievance.
- The formal grievance complaint shall include:







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- A clear and concise statement of events/ issues and a summary of steps taken, if any, by the grievant to resolve the problem or issue prior to filing a formal grievance complaint.
- A detailed description of the relevant facts, name/s of person/s, copies of relevant documents or evidences relevant to the grievance.
- Full name, admission no., batch and contact no. of the student escalating/initiating the grievance complaint
- Written Grievance must either be submitted in person to the Administrator of the Institution or emailed to [eo@fims.ac.in](mailto:eo@fims.ac.in).
- Thereafter the Administrator shall call the student to discuss and mediate a possible resolution.
- If the efforts to mediate a resolution are not successful, the administrator would refer the grievance to the Student Grievance Redressal Committee with his/her comments.

### **6.2.2 Grievance Hearing**

- Within 15 days of receiving a grievance the Student Grievance Committee shall fix a date for hearing the complaint and shall communicate this to the Institution and the aggrieved student.
- The aggrieved person can appear in person or authorize a person to present his or her case.
- If at the conclusion of the hearing the committee feels that additional information, testimony is necessary to make a decision, it may request the parties to submit such information. In the event the hearing shall remain open until receipt of the documents.

### **6.2.3 Grievance Investigation**

- If a resolution is not reached through a hearing, then the committee shall take necessary steps to conduct an investigation (fair and impartial) of facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application.
- The student grievance committee will have the right to interview the witnesses if it determines necessary and/or helpful to the investigation including those recommended by the parties.





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#### 6.2.4 Final Decision

- After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues with the parties named in the grievance application - pass an order indicating the reasons for such an order, as may be deemed fit.

#### 6.2.5 Communication the decision

- Upon completion of the proceedings, the Grievance Redressal Committee shall communicate the decision via email to both the parties, which shall be binding on both the parties.

#### 6.3 Phase 3 Closure of the complaint

The complaint shall be considered as disposed off when

1. The grievant has indicated acceptance of the resolution
2. The grievant has not responded within 4 weeks of receipt of information of resolution.

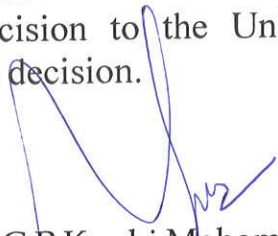
The proceeding concerning each grievance will be recorded systematically. The information related to the proceedings shall be treated as confidential and can be viewed by the members of the Student Grievance Committee, for the purpose of Investigation.

##### 6.3.1 Appeal

If the student is dissatisfied with the decision/resolution of the Student Grievance Committee, then he can appeal the decision to the University Ombudsman within 7 days of receipt of the committee decision.

  
Dr. Saji Kuriakose  
Director



  
C.P Kunhi Mohammed  
Secretary