GRIEVANCE REDRESSAL COMMITTEE

Minutes of Meeting

Date: December 5, 2023

Time: 2:00 PM – 3:30 PM

Venue: Board Room

Agenda

Discussion on Awareness Programs
Review and Update of Grievance Procedures

Attendees

1. **Dr. Fr. Binu Edathumparambil**– Principal & Chairperson
2. **Mr. Dhruva Kumar** – Faculty Representative
3. **Ms. Vimala**– Non-Teaching Staff Representative
4. **Mr. Ramesh**– Student Representative
5. **Mr. Sunil Antony** – External Member

Introduction and Context Setting

The Chairperson began the meeting by explaining the importance of an effective grievance redressal mechanism to maintain harmony and fairness in the institution.

Status of Previous Complaints

- A report was presented on grievances submitted
- The committee noted that all complaints were resolved satisfactorily and within the prescribed timeframe.

Improving Awareness Among Stakeholders

- Suggestions were made to enhance visibility of the grievance redressal system through student orientation, workshops, and staff meetings.

- It was decided to distribute pamphlets and use digital platforms to communicate the grievance process.

Review of Grievance Handling Procedures

- Members discussed the step-by-step grievance process, emphasizing the importance of timely acknowledgment, investigation, and resolution.
- It was decided to conduct quarterly internal audits to ensure the system remains robust and efficient.

Integration with Institutional Policies and Standards

- The grievance redressal mechanism will be updated to reflect changes in institutional and regulatory policies
- A policy manual will be made available on the college website for easy access.

Meeting Adjourned At: 3:30 PM

Recorded By:
Ms. Vimala
Grievance Redressal Committee
St. Francis de Sales College, Bengaluru

Chairperson's Signature: _____

PRINCIPAL
St. Francis de Sales College
Electronics City Post, Bangalore - 560 100.