



SALAFIYYA TRAINING COLLEGE, KARINGANAD

VILAYUR (PO), PIN: 679309, PALAKKAD (DT.), KERALA, INDIA

Run by: Jam-iiyathussalafiyyeen Charitable Society (Regd No. 47/81)

Phone: E-mail: salafiyyak@gmail.com

INTERNAL COMPLAINT CELL

Salafiyya Training College, Karinganad, is dedicated to maintaining a fair, inclusive, and respectful environment. The Internal Complaint Cell is established to address grievances and concerns of students, teachers, and staff, ensuring timely resolution, and promoting harmony.

Purpose

The Internal Complaint Cell aims to:

1. Provide a confidential and accessible platform for reporting concerns or grievances.
2. Ensure prompt and fair resolution of complaints.
3. Foster a culture of transparency, accountability, and respect.
4. Enhance college community satisfaction and overall well-being.

Scope

The Internal Complaint Cell addresses concerns related to:

1. Academic issues (teaching, assessment, and curriculum)
2. Harassment or discrimination
3. Infrastructure and facilities
4. Student services (library, IT, counselling)
5. Staff and student relationships
6. Other college-related matters

Procedure

To lodge a complaint:

1. Submit the complaint form (available on the college website or at the Internal Complaint Cell office).
2. Provide detailed information about the issue.
3. Receive acknowledgment and a complaint reference number.

Confidentiality

All complaints will be treated confidentially, and information will only be shared with authorized personnel.

Contact

Internal Complaint Cell

Salafiyya Training College

Karingamad

Phone: 0466-2262495

Email: salafiyyak@gmail.com

Committee Members

1. Dr P Muhammed Musthafa – **Chairman**
2. Dr M P Narayananunni – **Co Ordinator**
3. Kunhimoideen P
4. Rajitha NK
5. Bindu
6. Hasna Sherin P
7. Fasil E

Grievance Redressal Timeline

- Acknowledgment: Within 2 working days
- Initial review: Within 5 working days
- Resolution: Within 10 working days

Guiding Principles

1. Fairness and impartiality
2. Confidentiality and discretion
3. Respect and empathy
4. Promptness and efficiency

By establishing the Internal Complaint Cell, Salafiyya Training College reaffirms its commitment to creating a safe, supportive, and inclusive environment.