

GRIEVANCE REDRESSAL POLICY

Introduction

The Grievance Redressal Cell is established to examine and address complaints submitted by students and staff and to assess their validity in a fair and impartial manner. The Cell is also authorized to deal with issues related to harassment. Any individual with a genuine grievance may approach the concerned department faculty directly or seek assistance through the Student Council. If the complainant is not comfortable presenting the grievance in person, the complaint may be submitted in writing through the suggestion/grievance box located at the Administrative Block.

Objectives

The primary objective of the Grievance Redressal Cell is to promote a responsive, transparent, and accountable institutional environment that ensures harmony and discipline within the campus. The specific objectives include:

- Maintaining the dignity and reputation of the institution by fostering a conflict-free and cordial academic atmosphere through healthy student–student and student–teacher relationships.
- Encouraging students to express their concerns and grievances freely without fear of discrimination or victimization.
- Providing an anonymous grievance submission mechanism through a suggestion/complaint box for students who prefer confidentiality.
- Promoting mutual respect, patience, and tolerance among students during situations of disagreement or misunderstanding.
- Advising students to refrain from provoking or instigating conflicts involving peers, faculty, or the college administration.
- Instructing staff members to treat students with empathy and fairness and to avoid any vindictive behavior.
- Enforcing a strict zero-tolerance policy towards ragging in any form, both within and outside the campus. Any violation must be immediately reported to the Principal.

Mechanism for Redressal of Grievances (Students and Staff)

Students are the primary stakeholders of the institution, and every effort is made to ensure transparency and fairness at all levels of academic and administrative

functioning. To uphold this principle, the institution has established a structured grievance redressal mechanism.

Grievances may broadly relate to the following areas:

- Academic issues
- Non-academic concerns
- Assessment and evaluation-related issues
- Victimization or discrimination
- Attendance-related grievances
- Fee-related complaints
- Examination-related concerns
- Harassment by fellow students or faculty members

Addressing grievances promptly is essential for safeguarding human rights and ensuring the holistic development of individuals. Accordingly, the Grievance Redressal Cell has been constituted to address issues such as:

- Sexual harassment or any form of physical or mental harassment
- Classroom-related concerns including teaching methodology, syllabus completion, and classroom management

The Cell meets periodically to review complaints and initiate appropriate remedial actions.

Procedure for Redressal of Grievances

1. A student with a grievance at the departmental level shall initially submit a written complaint to the Head of the Department (HoD).
2. The HoD shall verify the facts and attempt to resolve the issue within a reasonable timeframe.
3. If the student is dissatisfied with the resolution provided by the HoD, the grievance may be escalated to the Department-level Grievance Committee.
4. If the issue remains unresolved, the student may appeal to the Institute-level Grievance Committee within one week of receiving the department committee's response.
5. The Convenor of the Institute-level Committee, after due verification and consultation with the concerned department, shall place the matter before the committee for final consideration and resolution.
6. If the student is still dissatisfied, an appeal may be submitted to the Central Grievance Committee within one week, along with all relevant documents.

At every stage, principles of natural justice shall be followed, and all concerned parties shall be given an opportunity to be heard. Decisions shall strictly adhere to applicable rules, regulations, and statutory provisions.

All grievance applications and appeals shall be routed through the Head of the Department and Head of the Institution.

Scope of the Grievance Redressal Cell

The Cell shall address grievances related to:

Academic Matters

- Delay in issuing mark sheets, transfer certificates, conduct certificates, or examination-related documents.

Financial Matters

- Issues related to library dues, hostel fees, or other institutional payments.

Other Matters

- Concerns regarding sanitation, food quality, transportation facilities, or victimization by faculty members.

Functions

- To promptly acknowledge and address written grievances submitted by students.
- To review grievances systematically and take action in accordance with institutional policies.
- To submit periodic reports to the competent authority detailing resolved and pending cases requiring higher-level intervention.

Procedure for Lodging Complaints

- Students may submit grievances in writing using the prescribed format available in the administrative department or through the grievance box.
- Only grievances supported by necessary documents will be processed.
- The Cell shall ensure that all grievances are resolved within a stipulated timeframe.

Responsibility for Redressal

The Principal of the college holds the ultimate responsibility for grievance redressal. All grievances are expected to be addressed in a time-bound and result-oriented manner. The Grievance Redressal Cell shall regularly monitor progress and submit reports to the Principal.

Powers of the Grievance Redressal Cell

- The Cell members are authorized to resolve grievances at their level through discussions with concerned parties.
- If a resolution is not possible, the matter shall be referred to the Principal for final decision.
- Depending on the severity of the issue, disciplinary action may be taken, including warnings, penalties, or expulsion, in accordance with institutional rules. In extreme cases, legal action may be initiated.

Exclusions

The Grievance Redressal Cell shall not entertain grievances related to:

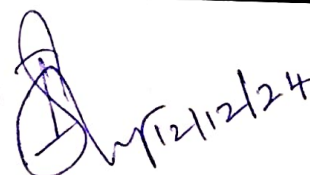
- Decisions of the Governing Body, Academic Council, Board of Studies, or University committees.
- Matters concerning scholarships, fee concessions, or awards.
- University decisions on disciplinary actions or misconduct.
- Admission-related decisions taken by the University.
- Examination results or assessment decisions made by competent authorities.

Composition

The Grievance Redressal Cell may be reconstituted annually by the Principal, with inputs from the administrative authorities. Adequate representation from all academic streams shall be ensured.

Prepared By : Dr.M.V.Ishwarya
HOD/AIDS

Signature:



Revision No. : 2

Prepared on : 12/12/2024

Approved By : Dr.Srinivasan Alavandar
Principal

Signature:



Approved on : 15/12/2024