

## GRIEVANCE REDRESSAL CELL

In order to redress individual as collective grievances of the students, a grievance redressal mechanism has been devised. It deals with all types of grievances, complaints and malpractices received from the students. This platform allows all the students to voice their concerns in an open manner. The grievance redress cell has been set up in the college to genuinely understand the grievances of students and parents and to ensure remedial action.

### OBJECTIVES

- To develop a responsible and accountable attitude among students in order to maintain a harmonious educational environment in the campus.
- To develop an organizational framework to receive grievances of students.
- To ensure effective solution to the student grievances with an impartial and free approach.
- To deal with complex situations in a tactful manner to lessen the condition felt to be oppressive.
- To keep self-esteem of college by ensuring free atmosphere in college through encouraging student-student and student-teacher relationship.

### GRIEVANCE REDRESSAL COMMITTEE

Chairperson : Dr. Surekha Vinod Patil (Principal)

Secretary : Mrs Swapna Anil

Members : Mrs. Sini Karunanidhi

Mrs T.Vani

Mrs. Smita Singh

### PROCEDURE FOR FILING A COMPLAINT

The students can lodge their grievance through both offline and online mode. For lodging complaint offline and if the complainant would not like to reveal his/her

name for any grievance, they can drop the grievance in the drop box installed outside the staffroom

Online procedure for lodging the complaint is quicker than the traditional way of contacting college personally. With online grievance redressal system as per norms one can send their online grievance just by filling simple form in the suggested link. Once their request is received and processed they get a notification and complainant can track the status of grievance.

#### **MECHANISM FOR REDRESSAL OF GRIEVANCES**

The drop box/Suggestion box will be opened monthly in the presence of Principal and as per the requirement or nature of the complainant the grievance are resolved by the principal alone or in some cases it can be resolved by conducting meeting with the management and the procedure is further followed by agreements with association.