



GRIEVANCE REDRESSAL POLICY

Preamble

Shri Sakthikailash Women's College constituted Grievance Redressal Committee (GRC) with the objective of resolving the grievances of students and their parents.

Appropriate guidelines have been framed by the Committee to understand the needs of students and to provide solution for student's discomforts. The Committee Members meet all the students' class wise and explain the guidelines to be followed by them. The Committee regularly monitors the effective implementation of guidelines.

The Grievance Redressal Committee (GRC) is formulated to resolve the grievances of the students effectively and transparently within a stipulated time period for creating rapport with the students of institution in all kinds of facilities to create a better ambience for teaching and learning process.

Grievance Redressal Mechanism

The committee members of the cell meet periodically and provide solutions to grievance related to students and employees. The committee invites suggestions from students and employees for improving the working environment and resolving to issues, if any.

The students approach the Cell to voice their grievances regarding academic and non-academic matters. The cell redresses the grievances of individual students or at the class rooms and general grievances. The Students are encouraged to use the suggestion box placed in the campus to express constructive suggestions and grievances.

All complaints are scrutinized by the Management, Principal and the grievance redressal cell. Once a complaint is made, it will be treated confidentially.

Grievance Redressal Mechanism

- The Grievance Redressal Cell (GRC) shall follow the principles of natural justice while considering the grievances
- The student aggrieved post their grievance in suggestion boxes which is placed near Principal Office or directly approach the Grievance Redressal Cell.
- Any grievances in the class committee meeting beyond the academics are forwarded to the Grievance Redressal Cell and the cell will analyse the nature of the issue and forward it to the concern members.



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- All complaints are collected, analyzed, scrutinized and handled by the Grievance Redressal Cell.
- After scrutinizing the complaints, General complaints are addressed by the Cell and other complaints are sent to respective cells as per the nature of grievance.
- If required GRC will forward grievances to management based on the nature of the issue.
- The GRC shall resolve the grievance within three days of receiving the complaint.
- Grievance meeting is conducted on every Thursday at 2.00 p.m.
- Grievance Meeting is intimated through circular during offline mode and a Google meet link is sent to the students during online mode.
- Once the grievance is resolved, it will be intimated to the Grievance Committee and the committee will intimate the student concern and receive the confirmation of the students.

The collective efforts of the management, department heads, class teachers, various staff coordinators of clubs and associations and the Grievance Redressal Cell resolve the complaints promptly and efficiently. The judicious resolution and vigorous engagement of GRC has resulted in creation of faith and belief in the system.

The Complaint Management Mechanism is carried out in three levels in the institution

Level - 1

The departmental level grievances are attended by the concerned Heads of the Department.

Level - 2

Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution. The students can approach Grievance Redressal Cell with their complaints of general issues directly.

Level – 3

Depending on the nature of the problem, the issues are settled by the Cell or by the Principal in consultation with parents and faculty. With the collective efforts of all the stakeholders - the Principal, Heads of the Department and the Grievance Redressal Cell resolves the complaints promptly and efficiently.



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