

## **GRIEVANCE REDRESSAL MECHANISM**

### **POLICY**

The College is committed to providing a congenial atmosphere for learning and personal growth of students. Besides other welfare measures, a grievance mechanism is created to encourage students to express individual and group concerns related to academic and non-academic concerns. The grievance mechanism has in place a Grievance Box (Yellow colour), a Suggestions Box (Green colour) and a Complaint Box for Sexual Harassment and Anti Ragging Complaint Box (Black colour) placed near the Principal's office. The students are informed of this redressal mechanism at the time of orientation so that if the need arises, they can drop their suggestions or complaints in the respective drop boxes which will facilitate firsthand information for action to be taken. Complaints are handled in a sympathetic, fair, and efficient manner encouraging informal conciliation, early resolution, individual privacy and confidentiality.

### **PROCEDURE**

- The Three boxes will be opened at 1.30 pm on every Monday by the Student Affairs co-ordinator
- Letters will be numbered and registered in Complaint Registers, maintained by the Student Affairs co-ordinator.
- Depending on the nature of the complaint, the grievance will be referred to the concerned authorities



Administration and Infrastructural Grievances:	Director and Secretary
Examination Related Grievances:	Principal Vice Principal

Student Related Grievances:	Students Affairs Co-ordinator
Academic Grievances:	Academics Affairs Co-ordinator .

- The Action Taken Report (ATR) will be submitted within one week.
- Complaints related to Sexual Harassment and Ragging will be dealt with by the Disciplinary Committee.
- All suggestions given will be discussed in Management meeting for taking action.