



ST.ANTONY'S COLLEGE OF ARTS AND SCIENCES FOR WOMEN

Amala Annai Nagar, Thamaraipadi, Dindigul-624 005, Tamil Nadu, India.

Approved under 2 (f) & 12 (B) status of UGC Act, 1956.

[A Self-Financing Institution affiliated to Mother Teresa Women's University, Kodaikanal.

Go. Ms. No. : 242 dt. 16.07.2007]

Grievances Redressal Policy

AIM:

The aim of this policy is to set forth the principles and procedures to be followed in the matter of receiving, handling, responding to and resolving grievances raised by students, against persons including teaching and non-teaching staff, various wings of the office administration as well as against the institution in general.

OBJECTIVES:

- Maintaining a harmonious relationship between and among students, teachers, non-teaching staff, administrators and management.
- Creating an environment in which students can freely express their grievances without fear of discrimination and victimization.
- Providing a time-bound and effective mechanism for redressal of student grievances and thereby enhance stakeholder satisfaction.

PROCEDURES:

- Ensure that the grievances are resolved in a time bound manner.
- Provide an enhanced level of satisfaction to the students who are important stakeholders
- Provide easy access to students when it comes to ventilating their grievance.
- Develop an adequate and timely institutional framework to promptly address and resolve student grievances fairly and equitably.

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances
- Grievances related to library, canteen and IT services.
- Grievances related to sports, cultural
- Grievances related to the behaviour of stakeholders

Grievances / complaints relating to ragging / sexual harassment shall be preferred before committees separately to Anti ragging committee and ICC. Grievances relating to internal assessment shall be preferred before a committee separately to COE.



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Grievances in writing can be dropped in facilities provided for that purpose at prominent places in the different wings of the buildings of the institution as well as through e mail id which is also provided for the students.

Functions:

The grievances shall be redressed depending on the nature of the grievance.

1. The Grievances are invited through suggestion boxes provided in each floor of the building.
2. Department level counseling is offered where the matter can be resolved
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
4. As soon as the application is received the Redressal Committee shall review the complaint and shall invite both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken. The committee shall meet at regular intervals and if situations warrant urgent meetings, the Committee shall be free to meet as and when necessary.

While disposing of a grievance the Committee shall be guided by the principles of natural justice as well as the overall objectives of this policy. While disposing of a grievance the Committee shall communicate to the student who raised the grievance the details with respect to resolution or rejection including reasons for the same.