



GRIEVANCE REDRESSAL POLICY

The Grievance Redressal Cell at Theivanai Ammal College for Women (Autonomous) plays a crucial role in addressing student concerns and ensuring their well-being. The committee aims to create a conducive and supportive environment for students, ensuring their well-being and enhancing their overall learning experience.

OBJECTIVES:

- To encourage students to express their grievances without fear or hesitation.
- To identify students' problems and work towards finding effective solutions for them.

Responsibilities:

1. **Online Grievance Submission**

The college has implemented an online grievance submission system for students' convenience. The online form is prominently displayed on the college website and accessible via QR codes strategically placed around the campus. Once registered, grievances are promptly brought to the attention of the principal for immediate action within two days.

2. **Offline Grievance Submission**

Students are encouraged to submit their grievances through the Grievance Boxes located across the college. Mentor-mentee meetings and grievance submissions will be treated with the utmost confidentiality to encourage open and honest communication.

3. **Mentor-Mentee Meetings:**

Regular mentor-mentee meetings will be conducted to provide a platform for students to express their concerns and grievances in a confidential and supportive setting. Mentors will actively listen to mentees' concerns and guide them towards possible solutions or escalate the issues as necessary.

4. **Weekly Review:**

Grievance Box letters are collected every two days by the committee members and in presence of the head of the institution the committee will review all cases reported and compile a summary for further action.

5. **Counseling Support:**

A psychologist will be available for counseling sessions to address emotional and psychological concerns among students.



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6. Issue Resolution:

Minor problems will be resolved by the Chairperson of the Grievance Cell.

For major problems that cannot be resolved within the committee's scope, the Chairperson will escalate the issues to the institution's management for resolution. Upon receiving grievances from students, we aim to discuss and resolve them within 3-4 working days. This commitment ensures that student concerns are promptly addressed and resolved, fostering a responsive and supportive environment within the college community.

Expected Outcomes:

- **Improved Student Well-being:** Through regular mentor-mentee meetings, students will have a platform to express their concerns and seek guidance, which will contribute to improved emotional and psychological well-being.
- **Timely Resolution:** The committee's systematic approach will ensure grievances are addressed promptly, leading to a more supportive and positive learning environment.
- **Enhanced Learning Experience:** By actively resolving students' concerns, our college aims to create a conducive and supportive atmosphere for a better overall learning experience.

Composition of Committee

The Grievance Redressal Committee consists of:

- Principal as Chairperson
- Vice Principal/ Senior Professor as Coordinator
- Dean of Student Affairs as Coordinator
- Two faculty member as member
- One Students as member

Frequency of meetings:

GRC will conduct its meeting at least twice a semester or as and when required.