



## VELLALAR COLLEGE FOR WOMEN (AUTONOMOUS)

**"COLLEGE WITH POTENTIAL FOR EXCELLENCE"**

(Re-accredited with 'A' Grade by NAAC, Bengaluru & Affiliated to Bharathiar University, Coimbatore)

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### GRIEVANCE REDRESSAL POLICY

#### Objectives

##### Student Grievance Policy

- ❖ Proposes to provide equitable and procedural processes to resolve grievances of the students.
- ❖ Primarily concerns the receipt and processing of suggestions/complaints including action taken on the issues to avail of better services more effectively
- ❖ Enquires and analyzes the nature of the grievances in a strictly confidential manner emphasizing procedural fairness
- ❖ Designs structured interactions to fulfill the expectations of the students.
- ❖ Develops an accountable attitude among all stakeholders towards maintaining a harmonious educational ambience
- ❖ Ensures stress-free ambience and upholds the dignity of the institution

#### Transparent Mechanism

- ❖ The college is ideally placed with suitable mechanisms to address the grievances submitted online/offline
- ❖ Students are encouraged by the Class-in-charge/Mentor to bring to their notice any disturbance-Ragging/Sexual Harassment/Mental Pressure
- ❖ Students are acknowledged to feel free and express their grievances with regard to sanitation food, transport facilities, infrastructure facilities or other requirements orally or in writing
- ❖ The Grievance Cell assures a genuine redress within a stipulated time limit i.e. 15 working days

#### Procedure for expressing Grievances

- ❖ The aggrieved students are encouraged to seek informal resolution of the problems by bringing it to the knowledge of the Class-in-charge or Mentor
- ❖ If the student is unsatisfied with the redress, she can file a formal written complaint to the committee concerned or drop in writing at the suggestion box
- ❖ The student is accorded to state the nature of guidance and kind of remedy she is seeking
- ❖ Suggestion boxes are installed at strategic points to preserve transparency and anonymity

## **Structure of the Grievance Redressal Committee / Prevention of Sexual Harassment Committee / Anti-Ragging Committee**

- Chairperson - Principal
- Co-ordinator - Co-ordinators of Grievance Redressal Committee, Prevention of Sexual Harassment Committee, Anti-Ragging Committee
- Members - Faculty  
- Student representatives from Humanities/  
Science/Commerce/Computer Streams (Aided and Self financing)

### **Functions of the Committee**

- ❖ Prompt action towards resolving issues after thorough verification
- ❖ Submission of reports to the higher authorities on resolved issues and pending issues that await direction and guidance from the Principal and the Management


### **Building a Peaceful Ambience**

- ❖ Inspiring students to respect the right and dignity of the students and the teachers
- ❖ Teacher to be compassionate with the students and not be vindictive
- ❖ Ragging in any form is strictly prohibited and any violation is seriously dealt with
- ❖ Anti-ragging processions on campus are conducted regularly at the beginning of the academic year to ensure healthy environment for the Freshers
- ❖ This institution is girls only college and hence very little likelihood for sexual harassment and in case there is any complaints there is immediate student-friendly redressal

### **Functions of the committees**

- ❖ If the committees ascertain the genuineness of the complaint, a consensus is arrived at by the members with regard to ways and means of addressing it and corrective measures are immediately taken with the permission of the Principal
- ❖ The institution has Zero-Tolerance to Sexual Harassment/ Ragging/Mental Pressure caused on the Campus



  
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