



# RAAK

## ARTS AND SCIENCE COLLEGE


### GRIEVANCE REDRESSAL POLICY

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Affiliated to Annamalai University, Chidambaram || An ISO 9001:2015 Certified Institution  
Recognized under section 2(f) of the UGC Act, 1956.

## GRIEVANCES REDRESSAL POLICY

### Objective:

- ❖ The objective of a Student's Grievances and Redressal Committee typically revolves around providing a platform for students to address and resolve their concerns, complaints, or grievances within an educational institution.
- ❖ The primary purpose is to provide a formal mechanism for students to express their grievances related to academic, administrative, or personal issues within the institution.
- ❖ Ensuring that students are treated fairly and impartially in resolving their grievances, irrespective of their background or status within the institution.

### Functions of the committee:

- ❖ The committee receives complaints and grievances from students regarding academic, administrative, or personal issues within the institution.
- ❖ It investigates the complaints thoroughly, ensuring all relevant facts and details are gathered to understand the nature and extent of the grievance.

### Responsibilities:

- ❖ The committee should have a system in place to receive grievances from students regarding any issues they encounter within the educational institution.

### Scope of the grievances:

Grievances may be related to any of the following matters:

- ✓ **Academic Matters-** Issues related to assessment, attendance, marks, and other examination related matters etc.
- ✓ **Financial Matter-** Issues related to charging of fees, scholarships and payments
- ✓ **Administration Matters-** Issues related to infrastructure, basic amenities, sanitation, transport or victimization





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## Grievance redressal mechanism:

- ✓ After the receipt of the application from the aggrieved, the chairman of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- ✓ The meeting shall be scheduled within ten days of receipt of the application.
- ✓ All relevant papers shall be circulated as hard/soft copy to all the members on or before the date of the meeting.
- ✓ After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record.
- ✓ In case of a minor student (applicant), the student may be accompanied by his or her natural/legal guardian (either father or mother). No other person shall be allowed to the meeting.
- ✓ The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules laid down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- ✓ The minutes shall be circulated to all the members of the Grievance Committee for their signatures.
- ✓ The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.
- ✓ Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:
  - In person by approaching the chairman of the Committee
  - Online at the institution website
  - Grievance/Suggestion box

## Appeal:

The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee.





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The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all relevant material before the Ombudsperson and inform the applicant accordingly. The Ombudsperson shall within a reasonable time decides the appeal. Final decision would be communicated to the applicant by the college.

## Organization wide awareness:

Awareness among stakeholders is created by

- ❖ Displaying the grievance registration mechanism on
- ✓ Web site
- ✓ Digital sign boards
- ✓ Posters in prominent places of the campus

