



GRIEVANCE REDRESSAL COMMITTEE

STUDENTS' GRIEVANCES REDRESSAL POLICY

Objective:

The Grievance Cell's goal is to foster a responsive and accountable attitude among all stakeholders in order to maintain a harmonious educational environment in the institute. A Grievance Cell should be established to address problems reported by College students, with the following goals in mind:

- Upholding the dignity of the College by ensuring free atmosphere in the College through promoting cordial relationship between management, faculty and students.
- Encouraging the Students to express their grievances freely without any fear of being victimized. The management will be loyal to the student's grievances.
- Suggestion complaint Box is installed beside the college entrance, in front of the Administrative Block and in each floors in which the students submit their suggestions for improving the Academics / Administration / Facilities in the College.

Role of Grievance Cell:

The cell will deal with Grievances received in writing from the students about any of the following matters: -

- Academic Matters: Related to timely issue of duplicate Mark- sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, improvising other facilities etc.

Functions:

On receipt of written grievances from students, the cell will review all cases orally and act accordingly, in accordance with Management policy. The cell will report to the authority on the cases handled and the number of pending cases that require direction and guidance from higher authorities, if any.



VALLUVAR COLLEGE OF SCIENCE & MANAGEMENT

(A co-educational institution affiliated to Bharathidasan University)

Procedure for lodging complaint:

The students may feel free to put up a grievance in writing and drop it in the suggestion boxes. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Follow up :

Grievance Redressal Cell shall coordinate, cover and insure redressal within the requested time i.e., within a week. Depending up on the severity of grievance, the Grievance Redressal Cell will follow them up regularly till their final disposal.

GRIEVANCE REDRESSAL COMMITTEE

S. No.	Name & Designation	Department	Position in the Committee
1.	Dr. S. Irulappan, Principal	Administration	Chairperson
2.	Mr.S. Yuvaraj, Assistant Professor	English	Coordinator
3.	Mrs G. Nagapushpam, Assistant Professor	Tamil	Member
4.	Mrs. K. Banumathi, Assistant Professor	Commerce	Member
5.	Mrs. S. Anushuya, Head of the Department	Public Administration	Member