



Saraswathi College of Arts & Science, Vilappil

GRIEVANCE AND REDRESSAL CELL POLICY

Grievance Redressal Mechanism is crucial for maintaining the integrity, peace, harmony, and quality of any Higher Education Institution. Saraswathi College of Arts and Science has a transparent and efficient mechanism for addressing grievances. The Cell attends to complaints from all stakeholders, particularly students, ensuring fair and effective resolutions.

The Grievance and Redressal Cell enables students to express concerns through a structured procedure in accordance with college regulations. The institution strictly adheres to government norms regarding ragging and sexual harassment. Students are expected to follow the college's code of conduct, and complaints related to ragging, sexual harassment, and possession/use of narcotics, tobacco, or alcohol will be met with severe consequences. Abuse on social networking sites will also be strongly addressed.

Grievance and Redressal Cell Composition

The cell is composed of the following members (representation of both Female and SC/ST members are ensured as per Govt norms):

- Principal
- Vice-Principal
- Grievance and Redressal Convenor
- Two Teaching Faculty Members
- One Non-teaching Staff Member
- Student Representatives

Types of Grievances Addressed

The Grievance and Redressal Cell handles complaints related to:

- Academic issues concerning teaching, learning, and evaluation.
- Interpersonal issues involving students, faculty, and staff.
- Grievances regarding library, canteen, and IT services.
- Concerns related to sports and cultural activities.
- Issues regarding the behavior of stakeholders.

Modes of Submitting Grievances

Students can submit their grievances through the following means:

- Grievance Boxes placed on campus.
- Online grievance registration via the college website.
- Exam-related grievances in the prescribed format.
- Individual meetings with the Principal.
- Reporting to a mentor, class teacher, or Head of Department (HoD).
- Department-level grievance and redressal form, collected through tutorial sessions.

Functions of the Grievance and Redressal Cell

1. Disseminates information about the Cell's objectives and functioning through the website.
2. Educates students about the grievance registration process during Induction Programs.
3. Acknowledges and analyzes received grievances.
4. Seeks resolutions through a structured decision-making process.
5. Reports grievances and documents redressal measures taken.

Grievance Redressal Procedure

A three-level system has been established to address student grievances:

- Class Level: The tutorial system is utilized to resolve personal grievances.
- Department Level: Heads of departments and senior faculty members address complaints.
- College Level: The Grievance Redressal Committee or College Council, led by the Principal, handles escalated issues.

At the department level, grievances are collected by tutors during designated tutorial hours. These concerns are discussed in department meetings. If an issue is resolvable at the department level, it is recorded in the meeting minutes. If it requires further intervention, the report is submitted to the Tutorial System Coordinator, who consolidates all grievances and forwards them to the Grievance



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Redressal Coordinator. The Coordinator ensures that the relevant authorities address the concerns promptly.

Redressal of Grievances

Grievances are resolved promptly based on priority. The redressal measures include issuing warning letters, memos, and implementing reformation strategies. The aggrieved individual is informed of the action taken. Preventive measures are introduced to avoid recurrence of the same complaints. Cases related to women's harassment and ragging are dealt with by respective committees following prescribed procedures.