

SRI KRISHNA ARTS AND SCIENCE COLLEGE

COIMBATORE- 641 008

Grievance Redressal Policy

Sri Krishna College of Arts and Science is determined to address any kind of student's grievances and to take necessary actions. In this regard, this policy establishes the guidelines and standards for student grievances.

Purpose

Any student has the right to file a grievance when he/she feels unjustly or improperly treated.

Grievance redressal Committee

The Grievance redressal Committee shall monitor the following,

The Committee shall determine the following aspects before accepting the application.

- Timeliness
- Grievance is not a resubmission of the earlier submitted or verdict grievance.
- The grievance relating to academic assessment or grade appeal or extenuating circumstances will be directed to the Controller of Examination
- Grievance seeking disciplinary action
- Grievance relating to ragging will be directed to Anti ragging committee
- Grievance relating to sexual harassment will be directed to Internal Complaints Committee (ICC)
- Grievances relating to academic issues, he/she will be directed to the concerned department.
- Any other grievance not listed above.

Head of the Institution will personally attend to the Grievances of any sort reported by the student and ensure the settlement of the issue at the earliest.

Procedure

- To receive the application of the students and process them further.
- To attend all applications relating to the grievances of the students.
- To entertain and consider the grievances of the students, by providing the opportunities to of hearing.
- To hear all the concerned parties and settle the grievances as early as possible.
- It shall make efforts to settle the disputes amicably.
- To prepare Minutes and Action Taken Report of the meeting and submit to the concerned personnel.
- Meeting to redress the grievances should be addressed within 15 days of receiving the application.

Quorum

The quorum for the meeting of the GRC shall be three including the Head of the Institution.

Confidentiality of grievances

All grievances shall be considered confidential and shall not be divulged to individuals or organization unless required by law. All materials developed in the course of the grievance investigation and hearing shall be placed in a confidential, non-personnel file to be maintained. None of these materials shall be removed from the file or copied unless needed for compliance with appropriate administration or any legal requirements.