

# **K.M.G. COLLEGE OF ARTS AND SCIENCE**

## **(AUTONOMOUS)**

Approved by the Government of TamilNadu

Permanently Affiliated to Thiruvalluvar University, Vellore.

Recognized under Section 2(f) and 12(B) of the UGC Act 1956

Accredited by NAAC (2nd Cycle) with (CGPA of 3.24/4) 'A' Grade



## **POLICY DOCUMENT**

### **Students Grievance Redressal Cell**



# K.M.G. COLLEGE OF ARTS AND SCIENCE (AUTONOMOUS)

R.S.ROAD, AMMANANGKUPPAM, GUDIYATTAM - 635 803.

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## Policy Document: Students Grievance Redressal Cell

### **Introduction**

The Grievance Redressal Cell (GRC) is established as a statutory body of K.M.G College of Arts and Science (Autonomous) to address grievances and complaints raised by students, faculty, staff or any other stakeholders of the institution. This Policy document outlines the objectives, composition, functions and procedures of the GRC.

### **Vision**

Our vision is to foster a harmonious and inclusive environment where all members of the college community feel respected, heard, and supported. We strive to uphold principles of fairness, transparency and accountability in resolving grievances and promoting a positive campus.

### **Mission**

Our mission is to provide an accessible, impartial and efficient mechanism for resolving grievances and promoting a culture of dialogue, understanding and conflict resolution. We are committed to upholding the rights and dignity of individuals while fostering a culture of mutual respect and collaboration.

### **Objectives**

The Objectives of the GRC are as follows

- To provide a platform for addressing grievances related to academic, administrative, or interpersonal matters.
- To ensure that grievances are handled in a fair, confidential and timely manner, respecting the rights and perspectives of all parties involved.

- To promote proactive measures for preventing grievances and fostering a positive and supportive campus environment.
- To facilitate communication, mediation and resolution of conflicts through dialogue and constructive engagement.
- To uphold principles of natural justice, equity and due process in grievance redressal procedures.

### Composition

As per the regulations outlined by the University Grants Commission (UGC), the composition of the Student Grievance Redressal Cell (SGRC) typically includes the following members:

S.No	Name	Designation	Category
1	Dr.M.Senthilraj	Principal	Chairperson
2	Prof.M.Saranya	Assistant Professor	Coordinator
3	Prof.S.Balu	Assistant Professor	Member
3	Dr.V.Ramesh	Assistant Professor	Senior Faculty
4	Prof.C.Kavitha	Assistant Professor	Senior Faculty
5	Prof.K.Gandhimathi	Assistant Professor	Senior Faculty
6	Prof.V.Vinayagamoorthy	Assistant Professor	Senior Faculty
7	D.Jagadeshwaran	Student	Student Representative
8	P.S.Nuzhath	Student	Student Representative
9	Dr.J.Jayakumar	Assistant Professor	Ombudsperson

## Functions

The Functions of the GRC include

- One student from each class as Student Representative
- The suggestion box can be used for grievances relating to any college-related matters
- Any offence revealed in CCTV surveillance is punishable.
- Receiving and reviewing grievances submitted by students, faculty, staff or any other stakeholders.
- Acknowledges and analyzes the grievances.
- Seeks a solution through decision-making process
- Issuing recommendations or decisions based on the findings of the investigation and the principles of natural justice.
- Facilitating communication between parties involved in the grievance and ensuring that grievances are resolved in a timely manner.
- The SGRC should send a report with recommendations to the institution and a copy to the student within 15 days of receiving the complaint.
- Maintaining records of grievances received, action taken, and outcomes achieved for future reference and accountability purposes.
- Reporting periodically to the higher authorities and stakeholders on the trends, patterns and outcomes of grievance redressal activities.

## Procedures

The Procedures for filling, processing and resolving grievances shall be as follows:  
A three-level system has been established to deal with all student grievances.

- Class level: The student mentoring system is utilized to deal with any personal grievances.
- Department level: Heads of departments and senior faculty will resolve any complaints.
- College level : The Grievance Redressal Committee is responsible to address any issues
- Decisions or recommendations of GRC shall be communicated to the parties involved in writing, with reasons provided for the outcome reached.

## Roles and Responsibilities

1. **Receive Grievances:** The SGRC is responsible for receiving grievances from students through designated channels, such as online forms, suggestion boxes, or in-person meetings.
2. **Review and Investigation:** Upon receiving a grievance, the SGRC conducts a thorough review and investigation to gather relevant information and evidence.
3. **Deliberation:** The SGRC deliberates on each grievance, considering the perspectives of all parties involved and assessing the validity of the complaint based on established criteria.
4. **Recommendations for Resolution:** Based on its review and deliberation, the SGRC provides recommendations for resolving grievances, which may include mediation, disciplinary action, policy changes, or other remedial measures.

5. **Communication:** The SGRC communicates its recommendations to the relevant stakeholders, including the student(s) who filed the grievance, the accused party, and appropriate administrative authorities.
6. **Follow-Up:** The SGRC monitors the implementation of its recommendations and follows up with relevant parties to ensure that grievances are addressed effectively and in a timely manner.
7. **Documentation and Reporting:** The SGRC maintains records of all grievances received, actions taken, and outcomes achieved, and provides periodic reports to institutional leadership on its activities and recommendations.

## **Programs**

### **1. Grievance Awareness Campaigns:**

- Conduct campaigns to raise awareness among students about the existence and role of the Grievance Redressal Committee, including its procedures for submitting grievances and seeking resolution.

### **2. Orientation Sessions for Students:**

- Organize orientation sessions or workshops at the beginning of each academic year to educate students about their rights, responsibilities, and the grievance redressal process.

### **3. Anonymous Grievance Reporting System:**

- Implement an anonymous online reporting system where students can submit grievances confidentially, providing them with a safe and accessible channel to express concerns.

### **4. Regular Grievance Review Meetings:**

- Schedule regular meetings of the Grievance Redressal Committee to review submitted grievances, assess their merits, and develop appropriate action plans for resolution.

### **5. Grievance Redressal Clinics:**

- Host periodic grievance redressal clinics or drop-in sessions where students can meet with committee members to discuss their concerns, seek advice, and receive assistance in filing grievances.

#### 6. Conflict Resolution Workshops:

- Conduct workshops or seminars on conflict resolution strategies, communication skills, and effective negotiation techniques tailored specifically for students involved in grievance situations.

#### 7. Documentation and Reporting Systems:

- Maintain comprehensive records of all grievances received, actions taken, and outcomes achieved, ensuring transparency, accountability, and compliance with regulatory requirements.

#### 8. Annual Grievance Report:

- Prepare and publish an annual report summarizing the types of grievances received, trends observed, actions taken, and recommendations for institutional improvement based on the findings.

### Review and Revision

This policy document shall be subject to periodic review and revision as necessary to ensure its effectiveness and alignment with regulatory and best practices in grievance redressal. Proposed changes shall be considered by the GRC and approved by the appropriate authorities.

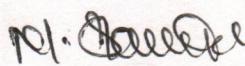
### Conclusion


The Grievance Redressal Cell plays a crucial role in upholding the values of fairness, limits, Transparency and accountability in resolving limits within K.M.G College of arts & Science (Autonomous). Through its proactive and respective approach to grievance redressal, the GRC aims to promote the college's mission and goals.

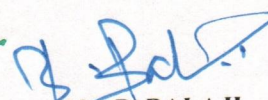
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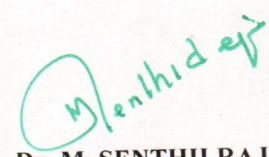
Reviewed by

Approved by

  
Mrs. M. SARANYA  
Co-ordinator

  
Dr. D. MANIKANDAN  
Dean – Academic

  
Mr. B. BALAJI  
IQAC Co-ordinator

  
Dr. M. SENTHILRAJ  
Principal

**PRINCIPAL,**  
**K.M.G. COLLEGE OF ARTS AND SCIENCE**  
**(AUTONOMOUS),**  
**GUDIYATTAM, VELLORE DISTRICT - 635 803.**

