

SRI KALISWARI COLLEGE (AUTONOMOUS), SIVAKASI

Affiliated to Madurai Kamaraj University

Re-accredited with A Grade (CGPA 3.11) by NAAC

Policy for Student's Grievance Redressal

Scope:

The college maintains the high standards with regard to social justice and equality. The policy is to help the institution to understand the grievance of the students and the corrective measures to be taken immediately and to ensure the problem addressed should not occur in the future.

Objective:

To address the grievances of the students.

Guidelines:

The students can raise their grievance and get redressed in the following areas

- The issues faced with regards to cleanliness in the campus, canteen, class room, library, infrastructure facilities or failure by the institution to provide student amenities can be raised and appropriate remedial measures will be taken at the earliest.
- Any harassment or victimization of a student, other than cases of harassment which are to be proceeded against under the penal provisions of any law for the time being in force.
- To bring the grievances to the Principal/ committee members of grievances, complaint box is provided in administrative block to drop the grievance letter. Also the students can register their grievance through the college website link. (<https://kaliswaricollege.edu.in/crms/>)
- On receipt of complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, within 7 days of receipt of such complaint to initiate action.
- The principal is the authority who could be approached directly incase of discrimination based on caste or any other form of discrimination / ill-treatment.
- The Grievance Redressal Committee comprises of the Chairperson, Vice – Chairperson and co-ordinators. In special cases the respective department head will be a part of the committee.
- The Committee shall give reasonable opportunity to the parties concerned to represent their grievance/response.
- After hearing the parties, pass such order with reasons there for and provide such relief as may be appropriate to the aggrieved student.
- The committee shall recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Signature of the Secretary
Secretary
SRI KALISWARI COLLEGE,
SIVAKASI.

Signature of the Principal
Principal
SRI KALISWARI COLLEGE
(Autonomous)
SIVAKASI - 626 130