



# THASSIM BEEVI ABDUL KADER COLLEGE FOR WOMEN

A Minority Institution Sponsored by Seethakathi Trust, Chennai.  
Recognized by DBT under Star College Scheme, Ministry of Science and Technology, Govt. of India.  
An Autonomous Institution Affiliated to Alagappa University, Karaikudi.  
Accredited by NAAC with "A" Grade [CGPA:3.16] & ISO 9001:2015 Certified Institution.  
Recognized by UGC under 2(f) & 12 (B).  
Kilakarai – 623517, Ramanathapuram District

## GRIEVANCE REDRESSAL POLICY

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

### **Grievance:**

A grievance may be any kind of general discontent or negative perception arising out of an action or behavior that causes personal humiliation or embarrassment or mental agony to an individual.

These grievances can be in the nature of

- Grievances that are academic in nature
- Grievance related to examination
- Grievance related to summer internship & placements
- Grievance related to amenities & services
- Grievance related to stay at hostel
- Grievance related to finance
- Grievance related to transport
- Grievance related to student conflicts
- Harassment by fellow students or the faculty/ staff etc.

### **Grievance Redressal Cell:**

The Grievance Redressal cell comprises of the following members

The Principal

IQAC Coordinator

Heads of the Departments

Dean of Student Affairs



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## Objective:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

## Functions of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

## Grievance Redressal Mechanism:

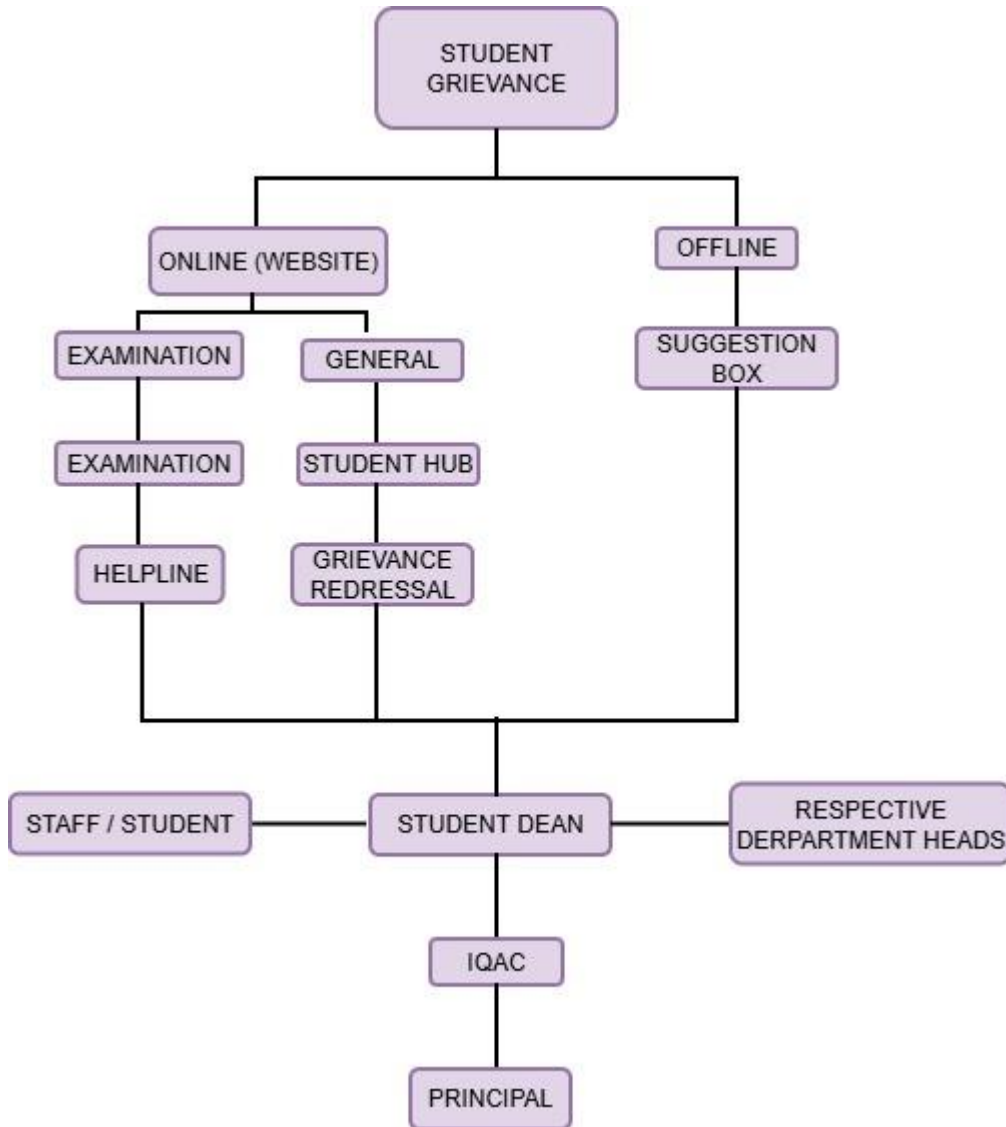
- The students can lodge their grievance through online mechanism by sending email for lodging grievance.
- The students may feel free to drop the duly signed complaint letter in the grievance/ suggestion box which is installed in front of the IQAC.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- Any false and frivolous complaints and anonymous complaints not bearing the name of the student or her signature shall be summarily rejected.



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## GRIEVANCE REDRESSAL FLOW CHART



Principal  
Thassim Beevi Abdul Kader  
College for Women, Kilakarai.