



GRIEVANCE REDRESSAL POLICY

1. PREAMBLE

As per the provision of AICTE (regulation for establishment of mechanism for grievance redressal committee for all the AICTE approved technical institutions) vide No. 37-3/Legal/2012 dated 25/05/2012, to ensure transparency in providing fair, impartial and consistent mechanism for redressal of varied issues faced by the students, faculties and non-teaching staff members. The grievance redressal policy shall be in consonance with the AICTE regulations 2012, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time.

2. DEFINITION

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action. The grievances may broadly consist of the following complaints of the students, faculties and non-teaching staff.

- Academic
- Non Academic
- Grievances related to assessment
- Grievance related to victimization
- Grievance related to charging of fees
- Grievances regarding conduct of examination
- Harassment by colleague, students or the teachers etc.
- Harassment of women at workplace
- Harassment of SC/ST students, faculty or non-teaching staff.
- Grievance regarding resources required
- Grievances regarding establishment section, library and other sections of institute

3. OBJECTIVES

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the students, parents and staffs in order to maintain a harmonious educational atmosphere in the institute. A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the College with the following objectives:

- Strengthening bonds: The GRC aims to strengthen the bond between students and the institution.
- Providing facilities: The GRC aims to provide students with facilities to maintain a convenient learning environment.

- Resolving grievances: The GRC aims to resolve grievances within a reasonable time.
- Encouraging open communication: The GRC aims to encourage students to express their grievances freely and frankly.
- Promoting a harmonious environment: The GRC aims to promote a harmonious educational environment among the students.
- Preventing unfair practices: The GRC aims to prevent non-transparent or unfair practices.
- Advising students: The GRC aims to advise students on their duties and responsibilities to access benefits due under the policies.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-Teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block and also GRC cell in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, Teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

4. HOW TO RAISE THE GRIEVANCE

The complainant can raise grievances through the following modes:

- Phone Call: Message/Call to contact number specified on institute website to register the complaint.
- Email: The complainant may raise the grievance on email id specified on institute website to register the complaint.
- Letter: The stake holder can write a letter to the authorities or submit grievance in prescribed format available on institute website under grievance redressal portal to the coordinator of grievance committee given as below in person.

Through Email:

Email: grievance@getedu.in

Through Letter:

Phone: 9952222542

Through Letter:

Dr. V. NATARAJAN, Principal,
257/1, Chennai - Bengaluru Highway, Melvisharam, Ranipet District,
Tamil Nadu 632509.

THE GRIEVANCE REDRESSAL CELL COMMITTEE MEMBERS

This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee. Also this committee will also entertain the appeal filed by student against the decision of the Institute level committee.

COMMITTEE MEMBERS

Sl No	Name of the Members	Designation	Level of Participations
1.	DR. V.NATARAJAN	PRINCIPAL	CHAIRPERSON
2.	DR. K. REVATHI	PROFESSOR	MEMBER
3.	Mr. SOUNDARARAJAN	BUSINESS	NGO
4.	Mr. R. PRAKASAM	ASST PROFESSOR	MEMBER
5.	Mr. R. SURESH	ASST PROFESSOR	MEMBER
6.	Mr. D. MOHAN	ASST PROFESSOR	MEMBER
7.	Mr. V. VASUDEVAN	ASST PROFESSOR	MEMBER
8.	Mrs. C. VIJAYA	ASST PROFESSOR	MEMBER
9.	Mrs. V . GOWRI	ASST PROFESSOR	MEMBER
10.	Mrs. V. MANJU	ASST PROFESSOR	MEMBER

5. MAINTENANCE OF RECORDS OF GRIEVANCE AND REPORTING

Coordinators of concern grievance committee preserve all records pertaining to grievance/complaint received and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days; however resolution time shall not exceed 90 days from the date of the receipt of the complaint from the complainant.

6. CLOSURE OF GRIEVANCE

Every grievance shall be disposed of within a period of 90 days of its receipt and a final reply shall be informed to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

7. ESCALATION OF GRIEVANCES

The stake holders whose grievance has not been resolved by the intermediary within ninety days from the date of receipt or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the head of the institution against the concerned intermediary or any other officials.

8. POLICY TO HANDLE MAJOR GRIEVANCES

- Major grievance such as problem involving legal matters is referred to the management of the institute. Appropriate action is carried out as per guidance provided by the management.
- In case grievance involves external agencies, matter is referred to appropriate authorities for further action.

9. PROCESS FOR GRIEVANCE REDRESSAL

The process to resolve the complaints is shown below:

