

## Cherraan's Arts Science College Grievance Redressal Cell

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### 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.

### Composition of College Grievance Redressal Cell

Sr. No.	Name	Designation	Position
1	Dr. S.Kowsalyadevi	Associate professor and Head	Chairman

2	Dr.Ramesh Kumar	Assistant professor	Convener
3	Dr. K.Sumathi	Assistant professor	Member

All the students enrolled at Cherraans Arts Science College have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines. A Student Representative (Ombudsman) will assist students in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the SGC are not appealable.

The SGC does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case. Paperwork is available in the office.

Any student who wishes to file a grievance can contact the chairperson of College Grievance Redressal Cell (CGRC) in college office

Principal