



VIVEKANANDHA
COLLEGE OF ENGINEERING FOR WOMEN (AUTONOMOUS)
Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai.
Elayampalayam, Tiruchengode – 637205.

Grievance Redressal Policy

1. Purpose:

To establish a **structured mechanism** for receiving, addressing, and resolving grievances in a **fair, timely, and transparent** manner, ensuring a **safe, inclusive, and supportive environment** for students, faculty, and staff.

2. Policy Statement:

- The institution is committed to fostering a **harmonious academic and work environment**.
- This policy provides a platform for all stakeholders to **raise concerns** related to academic, administrative, or personal issues without fear of retaliation, and ensures that grievances are resolved **promptly and impartially**.

3. Objectives:

- To provide a **fair and transparent mechanism** for resolving grievances.
- To ensure that all grievances are **acknowledged, investigated, and addressed** within a defined timeframe.
- To uphold **dignity, equality, and justice** within the campus.
- To create a **safe and inclusive environment** for students and employees.
- To ensure compliance with **AICTE/UGC regulations** and statutory requirements.

4. Scope:

This policy applies to all categories of stakeholders, including:

- **Students** (academic, non-academic, and hostel-related issues).
- **Faculty and Staff** (service-related or workplace grievances).
- **Parents, Alumni, and Other Stakeholders**, in limited administrative contexts.

5. Types of Grievances Covered:

1. **Academic Grievances:**
Issues related to examinations, attendance, evaluation, results, teaching quality, etc.
2. **Administrative Grievances:**
Complaints about delays, discrimination, or unfair treatment in administrative processes.
3. **Financial Grievances:**
Fee-related issues, scholarships, or financial aid concerns.
4. **Infrastructure and Facility Grievances:**
Problems related to classrooms, laboratories, hostels, or campus amenities.
5. **Personal and Behavioral Grievances:**
Harassment, bullying, or any form of misconduct affecting personal dignity.
6. **Other Grievances:**
Any other legitimate concern affecting the stakeholder's experience at the institution.

(Note: Sexual harassment grievances will be handled separately under the "Internal Complaints Committee (ICC)" as per the PoSH Act, 2013.)

6. Grievance Redressal Mechanism:

a) Grievance Registration:

- Complaints may be submitted through:
 - **Online Grievance Portal** (on college website).
 - **Written Complaint Form** (available at the office or grievance cell).
 - **Email submission** to the official grievance cell email ID.
- Anonymous complaints will generally not be entertained unless substantiated with evidence.

b) Acknowledgment:

- The complainant receives an acknowledgment of receipt within **3 working days**.

c) Grievance Redressal Committees:

Level	Committee / Cell	Scope
Level 1	Department-Level Grievance Cell	Handles minor grievances within the department.

Level 2	Institutional Grievance Redressal Committee (GRC)	Addresses unresolved issues or major grievances.
Level 3	Governing Body / Management	Final appellate authority for unresolved or escalated cases.

7. Composition of Institutional Grievance Redressal Committee (GRC):

Designation	Role
Principal	Chairperson
Senior Faculty Member	Member
Administrative Officer	Member
Student Representative	Member
Member Secretary (Nominated Faculty)	Coordinator

(Composition may be revised as per AICTE/UGC norms.)

8. Procedure for Grievance Handling:

1. **Filing:** The complainant submits a grievance in writing or online.
2. **Acknowledgment:** GRC acknowledges the complaint within 3 working days.
3. **Investigation:** The committee conducts a **fair and confidential inquiry**, gathering facts and statements.
4. **Hearing:** Both parties may be given a chance to present their case.
5. **Resolution:** The committee provides a written resolution within **15-30 working days**, depending on case complexity.
6. **Appeal:** If unsatisfied, the complainant may appeal to the **Principal or Governing Body**.

9. Confidentiality:

All grievances and investigations are treated with **strict confidentiality** to protect the identity and interests of the complainant and the accused.

10. Prohibition of Retaliation:

No individual shall face **retaliation or discrimination** for lodging a grievance in good faith. Any retaliatory behavior will result in disciplinary action.

11. Roles and Responsibilities:

Stakeholder	Responsibility
Principal	Ensures fair implementation of the policy.
GRC Members	Conduct impartial inquiry and recommend actions.
Department Heads	Address department-level grievances promptly.
Students/Staff	Submit genuine grievances with supporting evidence.
IQAC	Periodically reviews grievance records for quality assurance.

12. Monitoring and Review:

- The **IQAC** and **GRC** shall maintain a **register/log** of grievances and resolutions.
- **Quarterly reports** will be submitted to the Principal and Management.
- The policy will be **reviewed annually** or as per regulatory changes.

13. Outcome and Implementation:

The final decision of the Grievance Redressal Committee shall be **binding and implemented promptly**. Where necessary, corrective or disciplinary actions shall be taken to prevent recurrence.

14. Conclusion:

This Grievance Redressal Policy ensures a **transparent, accessible, and just system** for addressing grievances in the institution. It reinforces the college's commitment to maintaining a **peaceful, equitable, and student-centric environment**, thereby supporting its vision of **empowering young women through education and ethical governance**.


Signature
PRINCIPAL,
Vivekanandha College of Engineering
for Women, (Autonomous)
Truchengode (Tk.) Namakkal (Dt.)
Tamilnadu - 637 205.