



St. Joseph's College of Arts and Science for Women

(Affiliated to Periyar University, Salem)

An ISO 9001:2015 Certified Institution

Recognised U/s 2(f) and 12(B) of the UGC Act

Mookandapalli, SIPCOT, Hosur - 635 126

Guidelines for Grievance redressal cell

- Ensure the college's zero-tolerance policy for grievances and the role of the grievance redressal cell are communicated clearly and consistently through multiple channels, including official college documents, orientation sessions, and online platforms.
- Organize awareness campaigns and workshops throughout the academic year to educate students and staff about the importance of grievance redressal, emphasizing the college's commitment to providing a safe and respectful learning environment.
- Display posters and signs in prominent locations across the college campus outlining the grievance redressal procedures and contact information for the grievance redressal cell, ensuring easy access for all.
- Maintain an active online presence through the college website and social media platforms, where students and staff can access information about the grievance redressal policy, submit complaints electronically, and seek assistance if needed.
- Encourage student involvement in raising awareness about grievance redressal policies by organizing student-led initiatives, such as peer education programs and student-led workshops.
- Conduct regular training sessions for faculty and administrative staff to ensure they are familiar with the grievance redressal procedures and equipped to handle complaints sensitively and effectively.
- Establish peer support networks or mentorship programs where students can seek guidance and support from older peers in navigating the grievance redressal process and accessing resources available to them.
- Incorporate cultural sensitivity and diversity training into awareness campaigns and staff development programs to ensure that grievances related to discrimination, harassment, or cultural differences are handled with the necessary sensitivity and respect.
- Implement feedback mechanisms to gather input from students and staff about their experiences with the grievance redressal process, allowing for continuous improvement and refinement of policies and procedures.
- Conduct regular reviews of the effectiveness of awareness and undertakings on grievance redressal policies, using feedback from stakeholders to identify areas for improvement and adjust strategies accordingly.

