



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

Grievance Redressal Cell

Policy

- To maintain a harmonious educational atmosphere within the institution.
- To ensure the protection of all the students.
- To preserve discipline and attentiveness in all the college activities.
- To bridge the gap among the college management, staff and students.

Practices

- The Grievance Redressal Cell is formed with the Secretary, Principal, Coordinator of Student Affairs, two senior members of the committee, College Union President and College Union Vice President.
- The Cell conducts a mandatory meeting once a month or at any time in need.
- The institution has outlined firm regulations to address the grievances of the students.
- New guidelines and changes carried out will be intimated through circulars.
- It is advised that the students may register their grievances in person or in written or recorded format (audio, videos and photos) or through student representatives to the Cell.
- The committee scrutinises the complaints and takes necessary action within the stipulated period.
- The suggestion boxes placed in all the college blocks are opened every month in the presence of the Secretary, Principal, Coordinator of Student Affairs, two senior members of the committee and College Union President.
- Grievances are also collected through the Students Affairs mail ID and college mail ID (stjoseph.college10@gmail.com).
- The students are warned initially if the college rules are violated. At the persistence of the complaint, immediate and appropriate action will be taken by the principal, depending upon the severity of the issue.
- Firm action will be taken against the complaints on legal matters, be it racial, religious or communal discrimination.
- The Cell ensures transparency, reliability and justice in handling the complaints immediately.



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Outcomes:

- The registered complaints are analysed within a week, and suitable actions are taken to resolve the issue.
- Counselling and mentoring facilitate students to come out of their problems and confront any crisis with confidence.
- Students gain the space and freedom to boldly convey their grievances to sort out their issues. Students acquire the approach of being zero-tolerant towards their problems.