



ISLAMIAH WOMEN'S ARTS AND SCIENCE COLLEGE

Permanently Affiliated to Thiruvalluvar University

Recognized by UGC under sections 2(f) and 12(B) of the UGC Act 1956

Accredited with "B" Grade by NAAC

Approved by the Government of Tamil Nadu

Phone:04174-235266 Email: principalwvc@gmail.com

www.islamiahwomensartsandsciencecollege.com

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

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Proof related to Mechanisms for submission of
online/offline students' grievances



Islamiah Women's Arts and Science College, Vaniyambadi.

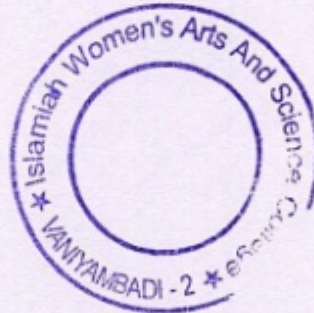
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#10, BYPASS ROAD, NEWTOWN, VANIYAMBADI – 635 752


GUIDELINES FOR GRIEVANCES and REDRESSAL

It is the mission of Islamiah Women's Arts & Science College to empower young women of our society to face all facets of life, instilling ethical, social and noble values to be a moral exemplar of Womanhood. It is also dedicated to fostering independent thinking amongst its students without compromising on standards and values.

There are several ways in which students' grievances are addressed in our institution:

- Grievance Redressal Cell looks into the grievances of the students. It was set up in view of effectively addressing the problems of the students.
- A complaint box is installed in the campus in which the students are free to post their grievance if any.
- Effective measures are taken immediately to redress the problems.
- The Principal can be approached directly by the students in case of complaints.




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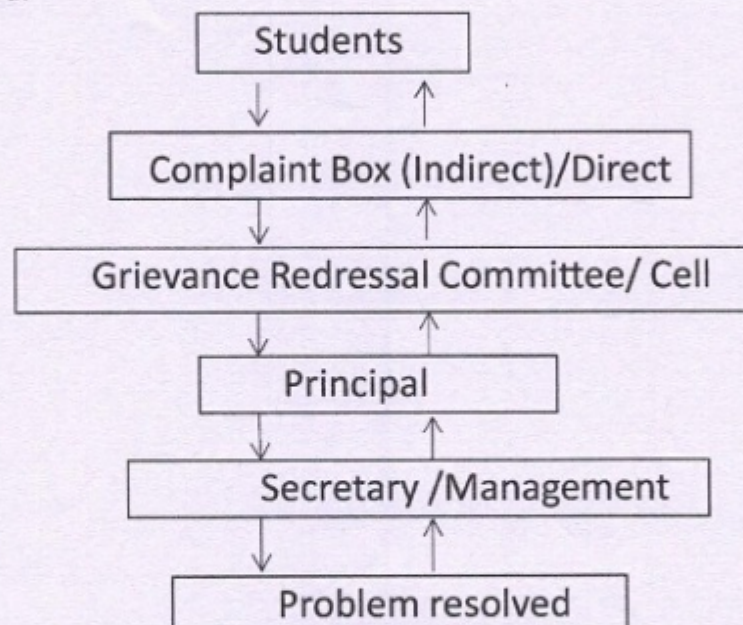


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MECHANISM FOR GRIEVANCE REDRESSAL

Every month the students' grievance cell meets and their grievances are promptly addressed.



Mechanism for Student Grievance Submission (online/offline)

Email Submission:

- Students can submit grievances via email to a designated email address specifically created for this purpose. [Principal's email address: principaliwc@gmail.com]
- Clearly communicate the email address to students through official circular, website, and student handbook.

Complaints Box Submission:

- Install physical complaints boxes at strategic locations across campus, such as near administrative offices, libraries, and in all the blocks.

- Provide complaint forms alongside the box for students to fill out their grievances anonymously or with identification if they prefer.
- Regularly collect and review submissions from the complaints box to ensure timely response and resolution.

Direct Submission to Grievances Redressal Cell:

- Establish a dedicated Grievances Redressal Cell with appointed staff or committee members responsible for handling student grievances.
- Designate specific office hours or appointment slots for students to directly submit their grievances in person to the Grievances Redressal Cell.
- Ensure that the Grievances Redressal Cell maintains confidentiality and handles grievances with sensitivity and professionalism.

Submission to Principal:

- Allow students to submit grievances directly to the Principal's office through designated channels, such as via email, in-person appointments, or official complaint forms.
- Communicate clearly to students the procedure for submitting grievances to the Principal and provide contact details for the Principal's office.

Acknowledgment and Tracking:

- Upon receiving a grievance, whether through email, complaints box, or direct submission, promptly acknowledge receipt to the student.
- Maintain a centralized tracking system to monitor the status and progress of each grievance from submission to resolution.

Timely Response and Resolution:


- Ensure that all grievances are reviewed and addressed in a timely manner, adhering to predefined timelines for response and resolution.
- Communicate the outcome of the grievance investigation and any actions taken to the student through their preferred communication channel (email, in-person meeting, etc.).

Feedback and Continuous Improvement:

- Encourage students to provide feedback on the grievance handling process to identify areas for improvement.
- Regularly review and update the grievance submission and redressal mechanisms based on feedback and evolving needs.

By implementing this comprehensive mechanism, students have multiple avenues to submit their grievances, ensuring accessibility, transparency, and accountability in the grievance redressal process.




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#10, Bye-Pass Road, New Town, Vaniyambadi - 635 752. Tirupattur Dist. Tamil Nadu.
Telefax : +91 4174 - 235 266, E-mail : principaliwc@gmail.com

CIRCULAR

IWC/CIR/222a/22-23

02.08.2022

Subject: Reminder: Procedure for Submitting Grievances

This is to inform you that, as part of our commitment to addressing your concerns and maintaining an open and transparent communication channel, we would like to remind you of the procedure for submitting your grievances.

If you have any suggestions, complaints, or issues that you would like to bring to the attention of the college administration, we encourage you to use the following channels:

1. Suggestion Box: A designated suggestion box is located in all the blocks where you can submit written grievances or suggestions anonymously.
2. Sending an Email: You can also share your grievances by sending an email to the Principal's office at [Principal's email address: principaliwc@gmail.com]. Please ensure that you clearly state your concerns and provide all necessary details in the email.
3. Submitting the letters directly: You can also submit your grievances directly to the Grievances Redressal committee or to the Principal.

Your feedback is important to us, and we take your concerns seriously. By utilizing these channels, you contribute to the continuous improvement of our college environment and the overall student experience.

We want to assure you that all submissions will be reviewed and appropriate actions will be taken to address the issues raised. Your contributions are valuable in enhancing our college community.

Thank you for your attention to this matter. We look forward to hearing from you and working together to create a better college environment for everyone.

Best regards,

Principal

Principal

Islamiah Women's Arts and Science College
Vaniyambadi - 635 752.

Copy to:

1. Secretary and Correspondent
2. Heads of the Department





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Telefax : +91 4174 - 235 266, CIRCUAR Email: principaliwc@gmail.com

IWC/CIR/01a/20-21

02.08.2020

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CIRCULAR

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CIRCULAR

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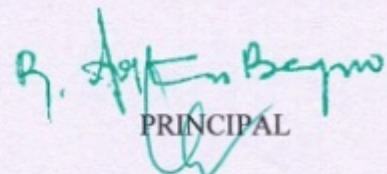
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NOTICE BOARD TO CREATE AWARENESS ABOUT RAGGING PROHIBITION RULES NEAR ENGLISH LANGUAGE LAB AT "D" BLOCK



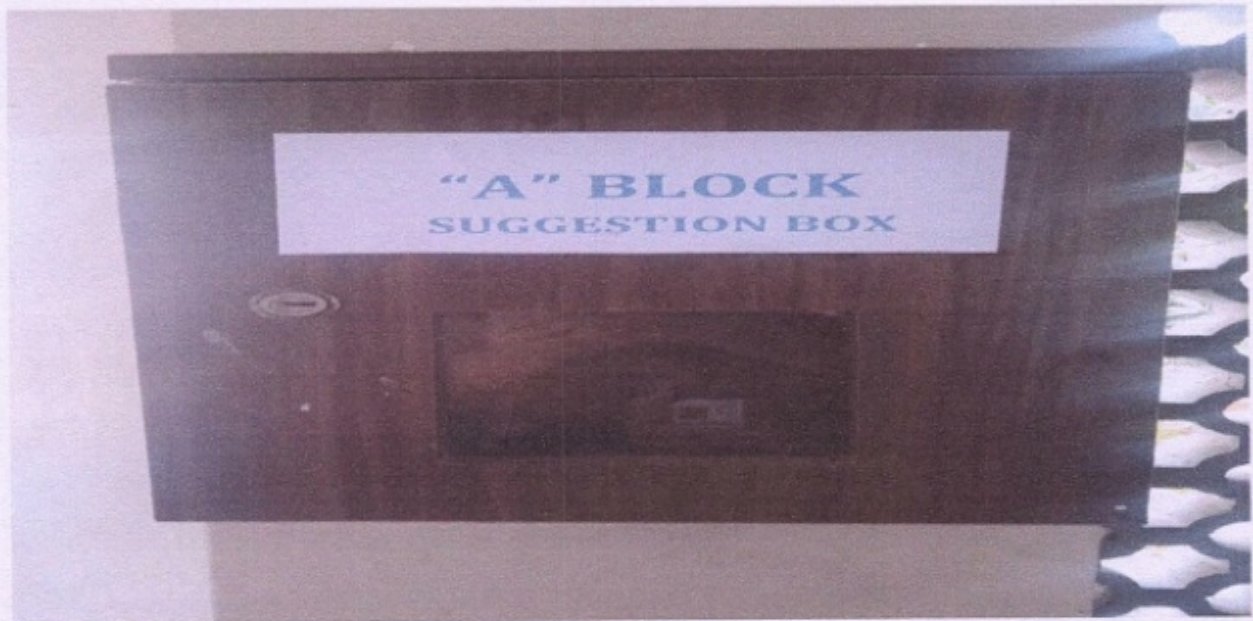

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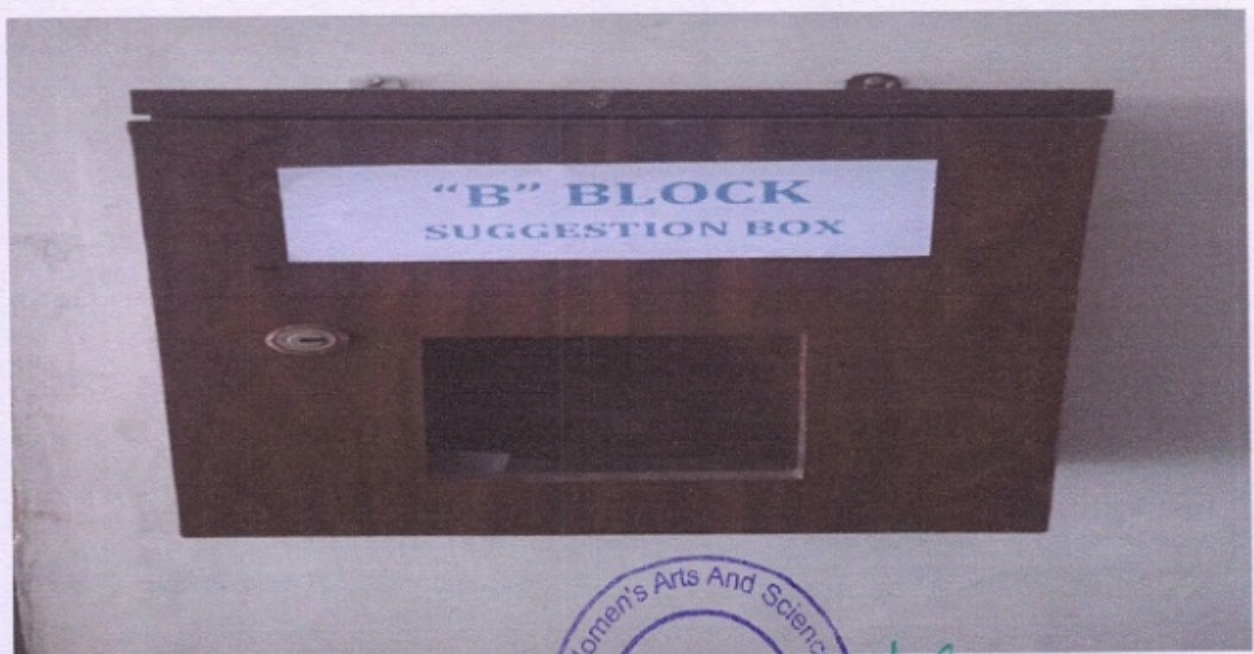
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SUGGESTION/COMPLAINT BOX AT "A" BLOCK



SUGGESTION/COMPLAINT BOX AT "B" BLOCK



Uhm
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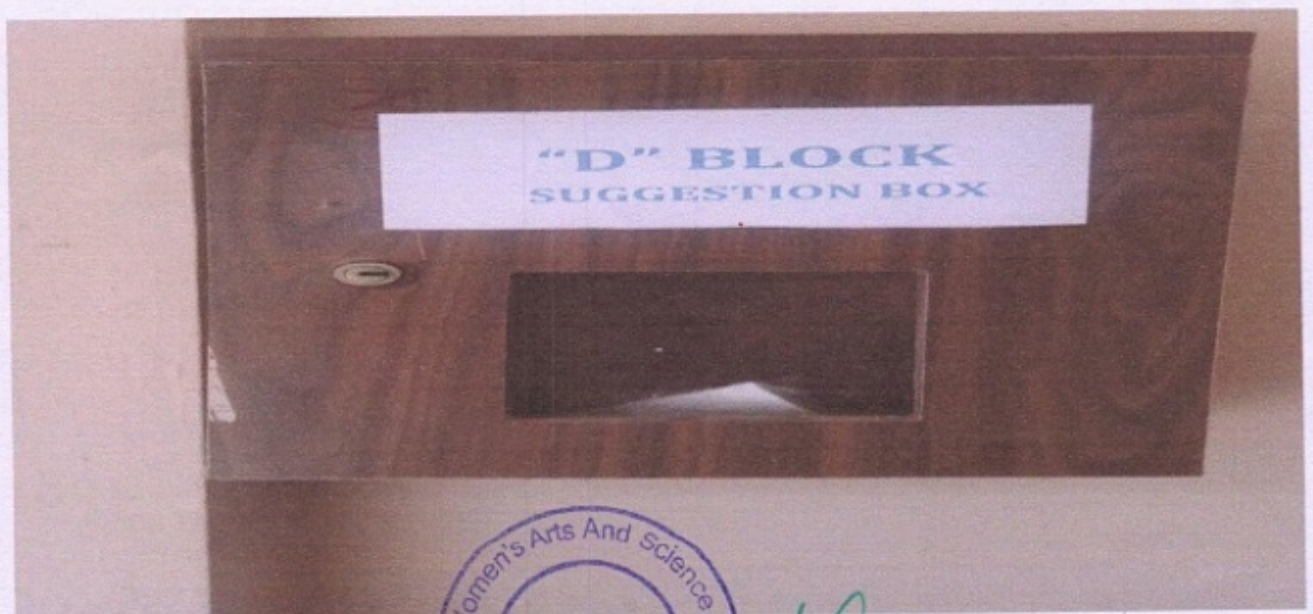
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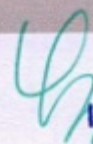
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SUGGESTION/COMPLAINT BOX AT "C" BLOCK



SUGGESTION/COMPLAINT BOX AT "D" BLOCK




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SUGGESTION/COMPLAINT BOX AT LIBRARY BLOCK




Principal

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