



Islamiah Women's Arts and Science College, Vaniyambadi.

Recognised by the UGC under Section 2(f) and 12(B) of UGC Act 1956

Permanently Affiliated with Thiruvalluvar University and Approved by the Government of Tamil Nadu

Accredited by NAAC with "B" Grade

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GRIEVANCES REDRESSAL POLICY

Academic Objectives:

- Addressing complaints related to unfair grading, examination procedure or academic discrimination.
- Resolving issues regarding faculty-student interaction, non-teaching staff student interaction thus ensuring a conducive learning atmosphere.
- Handling issues related to curriculum, teaching methodologies or academic policies.

Non-academic Objectives:

- Addressing complaints of harassment, bullying or any form of discrimination within the college premises.
- Providing a platform for addressing grievances related to hostel facilities, canteen, transport facilities ,extra-curricular activities or other non-academic aspects
- Promoting a safe and inclusive atmosphere that encourages overall well-being of the students and staff.

Stake holders: The stake holders comprise of all the students, i.e. the undergraduates, postgraduates and Ph. D Scholars of the college and the hostel.

NATURE OF THE GRIEVANCES:

1. Admission Grievances:

The nature of admission related grievances include:

1. Irregularity in the admission process adopted by the college;

2. Not having relevant certificates;
3. Information furnished in prospectus that might seem false or misleading;
4. Breach in reservation policy in admission as applicable;
5. Refund of fees in case a student withdraws admission within the stipulated time;

Issues of clarity relating to admission in various programs and cut-off marks.

2. Classroom Grievances:

These may be due to the unfriendly and rigid attitude of the teaching faculty towards the students, meting out harsh treatment to them or intentional delay in forwarding of their letter/applications etc. and showing partiality in the internal assessment procedures with ulterior motives, harassment or bullying from faculty staff or peers, inadequate teaching quality and support.

3. Students Interactions:

These may be due to unpleasant attitude of the students and their unruly behaviour towards their fellow classmates or batch mates or other students studying in the college, all type ragging, teasing, etc., fall under this category.

4. Sexual Harassment:

These may be any unwelcome gesture sexually determined physical, verbal or non- verbal conduct by teachers, fellow students, teaching/ non- teaching / support staff of the college in the classroom within in the campus leading to emotional discomfort, mental stress, agony and a sense of in security.

5. Office Activity:

These may be due to the cold or uncooperative attitude of the office staff, section in-charges when the students approach them for enquiry pertaining to the course work, fee payment, scholarship, bonafide certificate, transfer certificate, provisional certificate, convocation etc.

6. Registration\Examination Process:

This may be due to mis-spelt or wrong entry of the name, address etc. in the college registry, /mark statement /provisional certificate /degree certificate etc. With holding of results, issues regarding retotaling/revaluation, instant examination, internal mark-unfair grading or assessment process.

7. Caste Based Grievances:

Discrimination based on gender, race, religion, caste or other factors.

8. Lack of access to necessary resources or facilities, administrative errors or mishandling of student records.
9. Issue related to transportation, canteen, accommodation or campus safety.
10. Unresolved conflicts or disputes in their academic or extracurricular activities.

For the purpose of handling grievances in academic areas, the college has three following committees:

- **ADMISSION COMMITTEE**
- **EXAMINATION COMMITTEE**
- **INTERNAL ASSESSMENT COMMITTEE**

GRIEVANCE REDRESSAL MECHANISM

- Helpdesk committee members /Principal address their grievances on the spot.
- Formation of committees and Nodal Officers: The names of the committees and their members are displayed/notified on website of College portal and is also given in the students' handbook.
- A separate grievance committee is formed to handle problems of students. This committee ensures that all grievances of students are duly taken care off.
- Receipt of complaint: If any student has a complaint/query/grievance, then he/she /they may either lodge a written complaint or may mail it to college or may approach the Principal directly.
- Action taken at committee level: On receipt of the complaint, the grievance committee tries to resolve it within the committee, if unresolved then it is directed to the Principal.
- Action taken by the Head of the institution: If committees are not able to resolve the issue or the student is not satisfied with the committee's decision, then the complaint may be filed with the Head of the Institution for necessary action.
- Reporting to the University: If the complaint is related to a matter pertaining to decisions at the University level, then the complaint is forwarded to the concerned person at the university level seeking a resolution for the same.

EXAMINATION GRIEVANCES REDRESSAL POLICY

The college has an examination committee which is responsible and accountable for handling all examination related issues. This committee comprises of nodal officers which acts as a connecting link between students and the University. The committee deals with examination related grievances of the following nature:

Pre examination issues

- Papers opted by the students are not reflected in the date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Appearing late for the exam. Post examination issues
- Marks are not uploaded;
- Delay in declaration of results;
- Non transparent or unfair evaluation practices;
- Student is wrongly marked absent in the result;

Procedure of grievance redressal

- The aggrieved student submits the problem/complaint in the form of an application to the committee.
- Depending on the nature of the issue, the committee tries to resolve the problem as early as possible.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then he/she/they is free to appeal directly to the University.

INTERNAL ASSESSMENT GRIEVANCE REDRESSAL MECHANISM

The College has three levels to address the grievances related to internal assessment- Department, College and University. The protocol established by the college for grievance redressal aims to make the mechanism time bound, transparent and efficient.

Nature of Grievances: The Internal Assessment related grievances include

Incorrect uploading of Internal Assessment marks

1. Marks not visible to the students on the college portal
2. Late submission of assignment
3. Non submission of assignment due to medical issues, family emergency or academic/non-academic event participation and any other.

INTERNAL ASESMENT GRIEVANCES REDRESSAL:

1. All the faculty members must adhere to the guidelines laid down by the Thiruvalluvar University for the Internal Assessment.
2. In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
3. The College ensures that every student signs the hard copy of the Internal Assessment after a careful scrutiny before sending it to the examination branch of the University.
4. The Examination Committee constituted by the college may intervene if the subject teacher and the department are experiencing difficulties in sorting out the issues at their end.

NON-ACADEMIC MATTERS

Grievances related to non-academic matters are taken care off by separate committees formulated for this purpose, such as:

- Issues related to indiscipline: Discipline Committee
- Issues related to Ragging/Bullying: Anti-Ragging Committee
- Issues related to Discrimination: Equal Opportunity Cell and Caste based discrimination.
- Issues related to Infrastructure/facilities: Administrative section.
- Issues related to sexual harassment by internal compliance committee

GRIEVANCE REDRESSAL COMMITTEE:

The grievance redressal committee comprises of the following members.

- a) Principal of the college - chairperson.
- b) Three senior members of the teaching faculty to be nominated by the Principal.
- c) A representative from among students to be nominated by the Principal, based on academic merit/excellence in sports / performance in co-curricular activities.

IMPLEMENTATION:

1. Awareness Campaign:

- Conducting regular awareness programs on drug de-addiction, Anti-Ragging to educate the community about the Zero Tolerance Policy.
- Address by the principal to the freshers during their Induction program to sensitise the students.
- Distribution of information materials and organizing workshops to ensure understanding.

2. Reporting mechanism: Both offline and online

- Dropping the complaint letter in complaint box/ suggestion box kept at vantage points and office.
- Reporting in person to Principal /Grievance cell /mentor.
- Through postal /courier addressed to the Principal.
- Online to Principal mail id.


3. Investigation and penal action:

- Grievance Redressal Committee conduct prompt and unbiased investigation and appropriate action is taken.
- Range of disciplinary action for various violations are clearly mentioned in students' hand book and uploaded in college website.

4. False and frivolous complaints:

Any false and frivolous complaints and anonymous complaints not bearing the name of the student or his/her signature shall be summarily be rejected. If it is established that they have been made with malicious intent, then severe action shall be taken against the complainant as is permitted under college rules.




Principal
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