



ANNAMMAL COLLEGE OF EDUCATION FOR WOMEN

Thoothukudi

GUIDELINES FOR GRIEVANCE REDRESSAL

The redressal of the grievances of the students and staff is an essential component that assures the smooth functioning of the college. The Grievance Redressal Committee of the college helps the teachers and students to voice their grievances so that steps are taken to consider the nature of the grievances and find ways to redress them to the satisfaction of all involved. This committee provides the students with guidance, support and right solutions to the problems they face and take a fair stand. The college believes that despite the magnitude of the problem, correct and timely response is mandatory for the benefit of the students. Grievance Redressal committee is responsible for looking into any complaints filed by students.

Objectives

The objectives of Grievance Redressal Committee are:

- ◆ To follow a process which helps the institution to have a better connection with students and learn about their problems
- ◆ To maintain the pride of the college by ensuring trouble free atmosphere promoting cordial student-student relationship and student-teacher relationship
- ◆ To identify the root- cause of the problems and to provide timely solution to avoid future repetition
- ◆ To encourage the students to express their grievances / problems freely and frankly, without any fear of being ill-treated.
- ◆ To advise students of the college to respect the right and dignity of one another

Activities

- ◆ Making students informed about the ways of communicating their grievances
- ◆ Conducting investigation with regard to the grievance reported
- ◆ Consultation with persons involved to find workable solutions

Procedure for registering complaints:

Students can register their complaints or issues through any of the following ways:

- ◆ Written letter duly signed can be sent to the Principal
- ◆ Written complaints can be deposited in the complaint box
- ◆ Email to grievance cell in charge staff about their grievances
- ◆ Notifying their grievances through their mentors
- ◆ Register of complaints through the link in the college website.

Composition of Grievance Redressal Committee:

S. No.	Name	Designation	Contact number
1	Dr. A. Joycilin Shermila	Principal	9486637714
2	Dr. R. Suryakala	Vice- Principal	9894220060
3	Dr. A. Nagalakshmi	Director of Physical Education	9486715340
4	Mrs. D. Shunmuga SelvaSivaSankari	Teacher Representative	8939650892
5	Ms. A. Denisha	Student Representative	9944600640
6	Ms. S. Ayesha Beevi	Student Representative	9344680758



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