



# Sri Ganesh College of Arts & Science

Co-Educational Institution Affiliated to Periyar University

Kamaraj Nagar Colony, Ammapet, Salem - 636 014 Tamilnadu, INDIA. Cell : 80127 64562

Tel: 0427-2242999, Email: principal.ganeshcollege@gmail.com | www.ganeshcollege.in

## Guidelines for Grievance Redressal

Sri Ganesh College of Arts & Science, Salem, upholds its dedication to creating a congenial academic environment through a well-structured grievance redressal framework. Aligned with our motto, "Learn, Rise, Excel," this framework ensures that all grievances are addressed fairly, efficiently, and transparently, in keeping with our vision and mission of fostering academic excellence and holistic development.

### 1. Overview and Purpose

SGCAS gives priority to create a caring atmosphere where concerns and grievances are handled with the utmost attention. This framework is designed to maintain transparency and fairness, reflecting our core values of respect, inclusivity, and integrity. It provides a clear pathway for addressing and resolving issues that arise within our academic community.

### 2. Grievance Submission Channels

#### 2.1 Mechanisms for Filing Grievances

Grievances can be submitted through multiple channels to ensure accessibility and ease for all members of the college. Complaints can be presented directly to any faculty member, the Principal, or the Correspondent. Submissions may be made in person, via written letters, through a designated drop-box located around the campus, or by email. While anonymous grievances are accepted, they may not be pursued unless they provide sufficient information for investigation.

#### 2.2 Acceptance and Handling of Complaints

It is mandatory that all grievances are accepted without prejudice. No complaint should be declined or returned to the complainant, reinforcing our commitment to an accessible and transparent grievance redressal process.

### 3. Routing and Forwarding of Complaints

#### 3.1 Initial Handling and Forwarding Procedures

Upon receiving a grievance, the recipient is responsible for forwarding it to the appropriate authority. Complaints received by teachers should be directed to the Principal or Correspondent. If a complaint pertains to faculty or non-teaching staff, it should be forwarded to the relevant committees designated for such issues. Complaints against the Principal should be directed to the Correspondent, who will either forward it to existing committees or form a special committee if necessary.



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## **3.2 Special Considerations for Higher Authorities**

Complaints involving the Principal will be managed by the Correspondent, ensuring that the matter is addressed impartially. In cases where complaints involve criminal aspects or non-cooperating parties, they will be referred to law enforcement agencies for further action.

## **4. Inquiry and Resolution Process**

### **4.1 Scheduling and Conducting the Inquiry**

The grievance redressal committee will schedule an inquiry based on the nature and urgency of the complaint, setting a date within 7 days to one month. Both parties involved will be notified formally, and requested to provide necessary documents, evidence, and witness statements. The committee aims to resolve the issue amicably where possible but will proceed with a formal inquiry if necessary.

### **4.2 Documentation and Reporting**

During the inquiry, the committee will gather written submissions from all involved parties. Multiple inquiry sessions may be conducted if required. After collecting all relevant information, the committee will prepare a report with recommendations and submit it to higher authorities such as the Principal or Correspondent for further action.

## **5. Implementation and Confidentiality**

### **5.1 Execution of Recommendations**

Following the committee's report, the relevant authority is responsible for implementing appropriate actions within a timeframe of 7 days to one month, based on the merit of the case. The action taken must be communicated to the complainant promptly.

### **5.2 Maintaining Confidentiality**

The committee is committed to handling all matters with discretion and respect. Both parties are to be treated with impartiality and dignity throughout the process, ensuring that the proceedings remain confidential and unbiased.



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## 6. Special Cases and Committee Adjustments

### 6.1 Handling Serious Complaints

For grievances that involve criminal elements or non-cooperative individuals, the matter will be referred to law enforcement agencies. This step ensures that such cases are addressed in accordance with legal procedures.

### 6.2 Reconstitution of the Committee

The grievance redressal committee may be reconstituted by the relevant authorities as deemed necessary. This adjustment ensures the continued effectiveness and impartiality of the grievance handling process.

## 7. Continuous Improvement and Review

### 7.1 Monitoring and Evaluation

Regular reviews and evaluations of the grievance redressal process will be conducted to ensure its effectiveness. Feedback from the campus community will be gathered to identify potential improvements and adapt to evolving needs.

### 7.2 Role of the Internal Quality Assurance Cell

The IQAC will ensure that the grievance redressal process is executed effectively and that the policy remains relevant and responsive to the needs of the college community.

### GRIEVANCE REDRESSAL COMMITTEE

S. NO	NAME OF THE MEMBER	POSITION	DESIGNATION
1	Mr.A.Vimalathithan	CHAIR PERSON	VICE PRINCIPAL
2	Dr.M.Ramasamy	CONVENOR	HOD IN COMMERCE CA
3	Mr.N.Sivakumar	MEMBER	HOD IN ENGLISH
4	Dr.V.Kavitha	MEMBER	HOD IN MICROBIOLOGY
5	Mr.N.Ramaraj	MEMBER	ASST. PROF. IN COMMERCE
6	Mr.A.Praveen	MEMBER	ASST. PROF. IN COMPUTER SCIENCE
7	Mrs.M.Divya	MEMBER	ASST. PROF. IN COMMERCE

Principal

**PRINCIPAL**

**SRI GANESH COLLEGE OF ARTS & SCIENCE**  
**AMMAPET, SALEM-14,**