



ST. ANN'S COLLEGE FOR WOMEN

Run by The Society of St Anne

Affiliated to Acharya Nagarjuna University, Approved by AICTE

Recognised under Section 2(f) of the UGC Act 1956, New Delhi.

Accredited by NAAC with 'A' Grade in the first cycle

Amaravathi Road, Gorantla, Guntur-34, Andhra Pradesh, India.



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GRIEVANCE REDRESSAL CELL POLICY

1. Introduction

In accordance with the guidelines of the University Grants Commission and the quality standards promoted by National Assessment and Accreditation Council, St. Ann's College for Women has established a **Grievance Redressal Cell** to ensure a fair, transparent, and responsive mechanism for addressing grievances of students and staff.

The institution is committed to maintaining a safe, inclusive, respectful, and student-friendly academic environment where all stakeholders can express their concerns without fear or hesitation. The Grievance Redressal Cell functions as a support system to resolve grievances promptly, impartially, and confidentially.

2. Policy Statement

St. Ann's College for Women believes that a healthy educational environment is built on mutual respect, transparency, accountability, and open communication. The institution provides an effective grievance redressal mechanism to safeguard the rights and well-being of students and staff and to ensure timely resolution of genuine grievances related to academic, administrative, personal, and campus matters.

The institution strictly prohibits harassment, discrimination, victimization, and unfair practices in any form.

3. Objectives of the Grievance Redressal Cell

The objectives of the Grievance Redressal Cell are:

- To encourage students and staff to express their grievances freely and frankly without fear.
- To provide a fair, impartial, and transparent mechanism for redressal of grievances.
- To develop a responsive and accountable attitude among all stakeholders.
- To promote a harmonious and healthy educational atmosphere in the institution.
- To prevent harassment, discrimination, and unfair practices on the campus.

- To ensure timely resolution of grievances related to academic and administrative matters.
- To provide counselling and guidance to students wherever necessary.
- To maintain confidentiality in handling sensitive issues and complaints.
- To strengthen institutional transparency, discipline, and ethical practices.

4. Scope of the Policy

The Grievance Redressal Cell shall address grievances related to:

- Academic matters
- Examination and evaluation issues
- Attendance-related concerns
- Student support services
- Library and laboratory facilities
- Infrastructure and campus facilities
- Administrative issues
- Financial matters
- Health and counselling services
- Discipline and student welfare
- Any other genuine grievance affecting students or staff

5. Composition of the Grievance Redressal Committee

S. No.	Name	Designation	Role
1	Dr. Sr. Sandhya Thumma	Principal, Dept. of MBA	Chairperson
2	Mrs. R. Sharon Rose	Vice Principal, Dept. of Commerce	IQAC Coordinator
3	Mrs. K. Vidhyadhari	Department of Botany	Convener (UG)
4	Dr. G. Radhika	Department of MBA	Co-Convener (PG)
5	Mrs. M. Usha Rani	Dept. of Computer Science	Member
6	Mrs. G. Saroja	Dept. of Commerce	Member

S. No.	Name	Designation	Role
7	Miss P. Anitha	Dept. of Computer Science	Member
8	Student Representative (UG)	—	Member
9	Student Representative (PG)	—	Member

6. Functions of the Grievance Redressal Cell

The Grievance Redressal Cell shall:

1. Attend to complaints submitted by students and staff through offline or online modes.
2. Examine grievances carefully by considering the merits and demerits of each case.
3. Provide suitable solutions for academic and administrative grievances.
4. Coordinate with departments and concerned authorities for effective grievance resolution.
5. Guide students and staff regarding proper channels and procedures for redressal.
6. Ensure confidentiality and sensitivity while handling complaints.
7. Recommend corrective and preventive measures to the institution.
8. Conduct counselling sessions and mediation wherever required.
9. Maintain records of complaints received and actions taken.
10. Submit reports and recommendations to the college administration and IQAC.

7. Grievance Redressal Procedure

The following procedure shall be followed for grievance redressal:

1. Students or staff may submit grievances in writing to the Principal or the Grievance Redressal Cell.
2. Complaints may also be submitted through the designated grievance mechanism available in the institution.
3. The grievance shall be forwarded to the Grievance Redressal Committee for review and enquiry.

4. The Committee shall meet periodically or as required to examine the grievance.
5. Both parties involved shall be given an opportunity to present their views.
6. The Committee shall recommend suitable corrective measures and solutions.
7. Necessary action shall be taken within a reasonable period.
8. Confidentiality and impartiality shall be maintained throughout the process.
9. Records of grievances and actions taken shall be documented for institutional reference and NAAC compliance.

8. Activities of the Grievance Redressal Cell

The Cell regularly conducts the following activities:

- Awareness programmes on grievance redressal mechanisms
- Orientation sessions for students regarding student rights and responsibilities
- Counselling and mentoring support for students
- Interactive meetings with student representatives
- Programmes on stress management and emotional well-being
- Workshops on gender sensitivity and women empowerment
- Cyber safety and responsible social media awareness programmes
- Feedback collection and student support initiatives
- Meetings to review grievances and monitor action taken

9. Confidentiality and Ethics

- All grievances shall be treated with utmost confidentiality.
- The identity of the complainant shall be protected wherever necessary.
- No student or staff member shall face discrimination or victimization for filing a genuine grievance.
- The Committee shall function with fairness, transparency, sensitivity, and impartiality.

10. Expected Outcomes

The Grievance Redressal Cell aims to:

- Ensure timely and fair resolution of grievances
- Promote a peaceful and student-friendly campus environment
- Strengthen trust and communication among stakeholders
- Enhance student satisfaction and emotional well-being
- Promote transparency, accountability, and institutional discipline
- Support the holistic development and welfare of women students

11. Conclusion

St. Ann's College for Women is committed to fostering a safe, respectful, and inclusive educational environment. The Grievance Redressal Cell plays a vital role in protecting the rights and dignity of students and staff and in maintaining harmony, transparency, and institutional excellence within the campus.