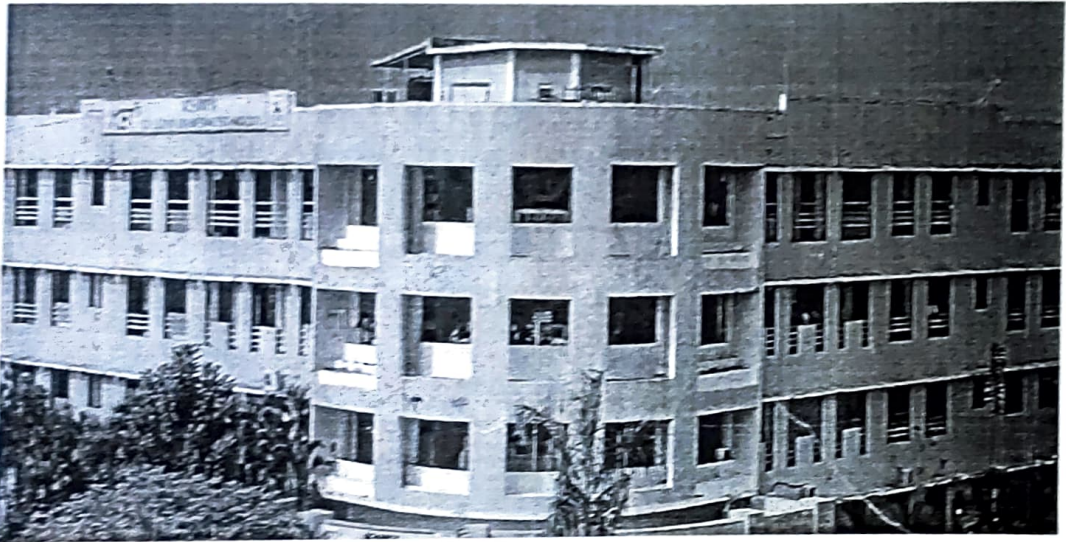




ACHARIYA
COLLEGE OF ENGINEERING TECHNOLOGY
(Approved by AICTE New Delhi & Affiliated to Pondicherry University)
An ISO 9001 : 2008 Certified Institution



GRIEVANCE AND REDRESSAL
POLICY

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GRIEVANCE AND REDRESSAL POLICY

Introduction:

The Grievance and Redressal Cell wants to keep its stakeholders in a welcoming and impartial atmosphere. It responds to complaints and grievances filed by anybody regarding the Institution's operations, especially those from students. The Cell makes sure that complaints are resolved fairly and effectively.

Students can voice their complaints to the Grievance and Redressal Cell by starting and completing the grievance procedure in line with the College's policies and procedures. The cell convenes on a regular basis, analyzes the type and consistency of the complaints, and takes appropriate action.

Objectives:

- To create an institutional structure for resolving complaints from stakeholders, including students.
- To guarantee a fair and unbiased resolution to the concerns of the parties involved
- To look into the cause of the unhappiness.
- To inform the pupils of their obligations and responsibilities.

Grievance and Redressal Cell Composition:

- Principal
- IQAC Co-Ordinator
- Staff Members
- Student Member

Functions of the Grievance and Redressal Cell:

- Explains the goals and methods of functioning of the Cell via its website
- Explains to pupils how to file complaints through the Induction Programs
- Evaluates and acknowledges the complaints.
- Uses the decision-making process to find a solution
- Documents the complaints and the steps taken to address them.
- The protocols explained in the website, which is distributed to every student at the start of each school year, as well as in the Value Education courses that the instructors in charge of the class attend.




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Procedure:

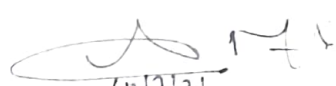

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

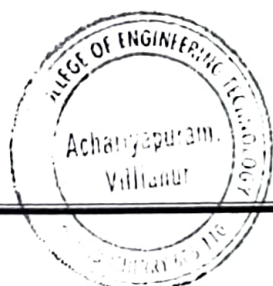
- ✓ Academic issues pertaining to teaching, learning and evaluation activities.
- ✓ Student-teacher, student-student grievances
- ✓ Grievances related to library, canteen and IT services.
- ✓ Grievances related to sports, cultural
- ✓ Grievances related to behavior of stakeholders


1. The complaints will be addressed in accordance with their specific character. Each department has suggestion boxes where people can leave their grievances.
2. Counselling at the department level is provided when the issue is manageable.
3. Academic and internal evaluation-related grievances must be resolved at the individual, faculty, HOD, and principal levels.
4. Other issues that need to be reviewed must be addressed by submitting a signed, written application.
5. The Redressal Committee will assess the complaint as soon as it is received and invite the parties to a discussion. The Principal is informed of the discussion's conclusion so that additional action can be done.

Redressal of Grievances:

- The complaints are resolved as soon as possible with the issuance of a note, warning letter, and reformation measures. The priority of a complaint is determined by its urgency. The person who feels wronged is always made aware of the actions done. To make sure the same complaint doesn't get made again, the system has checks in place.
- The relevant committees will handle any complaints pertaining to female harassment and ragging in accordance with the guidelines that have been established.

Verified by	Approved by
 IQAC Coordinator	 PRINCIPAL ACHARIYA COLLEGE OF ENGINEERING TECHNOLOGY ACHARIYAPURAM, VILLIANUR, PUDUCHERRY - 605 110.




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