



# SREE AYYAPPA COLLEGE FOR WOMEN

(Re-accredited with B Grade by NAAC)  
Chunkankadai, Nagercoil

## GRIEVANCE REDRESSAL MECHANISM

Sree Ayyappa College for Women aims to provide a safe and secure environment for the students to learn and develop. The college follows a **zero-tolerance policy against ragging, drug abuse, sexual harassment, and discrimination of any sort**. The Grievance Redressal Cell of the college, composed of six members, attends to the grievances and complaints of students.

### OBJECTIVE & FUNCTIONS

- To provide opportunities for redressal of certain grievances of students enrolled in the institution and those seeking admission to the institution, and a mechanism to that.
- To formulate a framework to resolve the grievances of the students.
- To investigate the reason for the complaints and ensure an impartial and fair approach to resolving the grievances.
- To enlighten the students and staff on their duties and responsibilities.
- To interact periodically with the student representatives.

### PROCEDURE

A complainant can report a grievance in any of the following ways:

- a) Complaint can be given directly to the Grievance Redressal Cell,
- b) It can be dropped in the complaint boxes available in the campus,
- c) It can be reported online via the website link:

(Link: <https://sreeayyappacollege.com/grievance-redressal/> )

On receipt of the complaint, the Grievance Redressal Cell shall assess the complaint and refer it to the concerned committee like the Admission Committee, Examination Committee, Anti-Ragging Cell, and Internal Complaints Committee, depending on the nature of the complaint. The Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student. Grievances that could not resolved by the Grievance Redressal Committee shall be escalated to the next level.



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