



D.S.GOVERNMENT DEGREE COLLEGE FOR WOMEN
ONGOLE.523001. PRAKASAM DISTRICT. A.P.



GRIEVANCE REDRESSAL COMMITTEE

2019-2020

The grievance redressal committee's purpose is to create an environment where all members of the college community feel safe, respected, and supported, and where any grievances or complaints are addressed promptly and fairly. By maintaining confidentiality and sensitivity towards the grievances raised by students and staff, the committee seeks to provide a platform where individuals can voice their concerns without fear of retaliation.

Vision:

To create a safe and inclusive environment that fosters academic and personal growth, where grievances are addressed with sensitivity, confidentiality, and promptness.

Objectives:

- To provide a platform for students and staff to raise and resolve grievances in a timely and impartial manner.
- To ensure that the college policies and procedures are followed when dealing with grievances.
- To promote a culture of mutual respect and cooperation within the college community.
- To create awareness among the students and staff about their rights and responsibilities.
- To maintain a confidential and sensitive approach towards the grievances raised by students and staff.

Duties and Responsibilities:

- To receive, examine and resolve complaints related to academic, administrative, and student welfare issues.
- To ensure that the grievance redressal process is fair and transparent.
- To maintain a record of all grievances received and actions taken to resolve them.
- To communicate the status and outcome of the grievances to the concerned parties.
- To conduct awareness programs and training sessions for students and staff on grievance redressal mechanisms and procedures.
- To recommend changes to college policies and procedures to prevent similar grievances from arising in the future.
- To maintain confidentiality and sensitivity while dealing with grievances.

- To submit a report on the grievances received and resolved to the college management periodically.

Complaint Lodging and Redressal Procedure

1. Filing a Complaint:

A student or staff member can file a complaint with the grievance redressal committee by submitting a written complaint to the committee's designated office, or by emailing the complaint to the committee's designated email address.

The complaint should include the following details:

- The complainant's name, contact details, and college ID number.
- The nature of the complaint, including a clear description of the incident or issue being raised
- The names of any individuals involved in the incident or issue, if known.
- Any supporting evidence or documentation, such as emails or witness statements.

2. Acknowledgement of Complaint:

Upon receiving a complaint, the grievance redressal committee will acknowledge receipt of the complaint in writing or by email, and inform the complainant of the expected timeline for resolving the issue.

3. Investigation and Resolution:

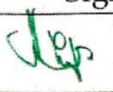
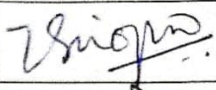

The grievance redressal committee will initiate an investigation into the complaint, which may include collecting additional information, conducting interviews, and reviewing relevant policies and procedures. The committee will then determine the appropriate course of action to resolve the complaint, which may include:

- Referring the matter to the relevant college authority for further investigation and action
- Providing guidance and counselling to the complainant
- Mediating a resolution between the parties involved
- Taking any other appropriate action as deemed necessary by the committee

4. Notification of Outcome:

Once the committee has reached a decision on the complaint, the complainant will be notified in writing or by email of the outcome and any action that has been taken. The committee will also maintain records of all complaints received and the action taken to resolve them.

COMMITTEE OF THE GRIEVANCE REDRESSAL

| Sl. No | Name | Designation | Mobile No. | Sign |
|--------|---|-------------|------------|---|
| 1. | Dr. D. Kalyani, Principal | Chairperson | 9492903586 |  |
| 2. | Smt. V. S. Vidyullatha Lecturer in Zoology | Member | 9866878960 |  |
| 3. | Dr. G. Dhanunjaya Rao, Physical Director | Member | 9490382802 |  |