



# BHARATHIYAR ARTS & SCIENCE COLLEGE FOR WOMEN

(Affiliated to Periyar University)

Accredited by NAAC & Reg U/S 2(f) & 12 (B) UGC Act 1956.

Deviyakurichi, Attur(Tk), Salem(Dt), Pin-636112.



## GRIEVANCE REDRESSAL POLICY

### Statement

Grievance Redressal policy has been formed in order to quicken the redressed of grievances. The policy aims to resolve the grievances of the students and staff within the framework of the college guidelines, so as to ensure the highest standards of integrity and transparency among the staffs and students and a proactive work culture.

### Objectives

- To develop a protocol to resolve grievances of students and staff
- To provide the Students and Staff access to immediate recourse to have their Grievances redressed
- To make the Students and Staff aware of their duties and responsibilities
- To constitute a Grievance Redressal cell to oversee the execution of the Grievance Redressal Policy

### Action Plan

- The Staff Member or the Student shall bring up her grievance immediately and in any case within a period of one week of its occurrence.
- If the grievance arises out of an Order given by the Management, the said Order shall be complied with before the staff member or the student concerned invokes the procedure laid down herein for Redressal of her Grievance.
- Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure.
  - Annual performance appraisals/confidential reports
  - Promotions including Governing Council minutes and decisions
  - Where the grievance does not relate to an individual staff or student
- Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Service Rules of the organization and in such cases the Grievance Redressal procedure will not apply.