

NAZARETH COLLEGE OF ARTS AND SCIENCE

Affiliated to University of Madras, Re- Accredited by NAAC with "B" grade

GRIEVANCE REDRESSAL POLICY

The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question. The Grievance Policy of our college is a structured procedure designed to address and resolve complaints or grievances raised by students, faculty, and staff. The main objective is promoting cordial student-student relationship and student-teacher relationship.

This policy aims to create a transparent, fair, and efficient mechanism for handling grievances to ensure a positive and supportive environment. While the specific details of the policy might vary, the general structure often includes the following elements:

1. Definitions

- **Grievance:** Any complaint or concern related to academic, administrative, or personal issues affecting members of the college community.

2. Grievance Redressal Committee

- **Composition:** Typically includes faculty members, administrative staff, and student representatives.
- **Role:** To investigate, review, and recommend actions for grievance resolution.

3. Procedure for Filing a Grievance

- **Submission:** Grievances can be submitted both online/offline, detailing the nature of the complaint and any relevant evidence.
- **Timeline:** Grievances must be filed within a specified period after the incident.

4. Process of Addressing Grievances

- **Initial Review:** The Grievance Redressal Committee reviews the submitted grievance to determine its validity.
- **Investigation:** A thorough investigation is conducted, which may include interviews with involved parties and review of relevant documents.
- **Resolution Meeting:** A meeting is held with the complainant and relevant parties to discuss the findings and potential resolutions.
- **Decision:** The committee makes a decision on the grievance and recommends actions to be taken.

Doc No. NCAS/GP/V.00

Dates: 14.05.2018




Principal
Nazareth College of Arts & Science
Kovilpathagai Main Road, Kannadapalayam,
Vellanoor Post, Avadi, Chennai-600062.

5. Appeals Process

- **Right to Appeal:** If the complaint is not satisfied with the decision, they may appeal to a higher authority within the institution.
- **Final Decision:** The decision of the appeal authority is final and binding.

6. Confidentiality

- **Confidential Handling:** All grievances are handled confidentially to protect the privacy of all parties involved.

7. Follow-Up and Monitoring

- **Implementation of Resolution:** Ensuring that the recommended actions are implemented effectively.
- **Monitoring:** Regular monitoring and review of the grievance redressal process to ensure its effectiveness and fairness.

8. Additional Provisions

- **Retaliation Protection:** Ensures that no retaliation occurs against individuals who file grievances.
- **Review of Policy:** Periodic review and updates to the grievance policy to reflect current needs and legal requirements.

For the most accurate and detailed information, it is advisable to refer directly to the official grievance policy document provided by Nazareth College of Arts and Science or contact the institution's administrative office.




PRINCIPAL

Principal

Nazareth College of Arts & Science
Kovilpathagai Main Road, Kannadapalayam,
Vellanoor Post, Avadi, Chennai-600062.




Principal
Nazareth College of Arts & Science
Kovilpathagai Main Road, Kannadapalayam,
Vellanoor Post, Avadi, Chennai-600062.

Doc No. NCAS/GP/V.00

Dates: 14.05.2018