



DHARMAPURAM GNANAMBIGAI GOVERNMENT ARTS COLLEGE FOR WOMEN

Re-Accredited with "A" by NAAC

Mayiladuthurai

(Affiliated to Annamalai University)

GRIEVANCE AND REDRESSAL CELL

Objectives:

1. To accept written grievances from staff and students regarding any issues related to institutional functioning or services.
2. To establish and implement a transparent mechanism to address and resolve the submitted grievances effectively.

Functions of the Grievance and Redressal Cell:

- **Receive and Record:**
Collect and document grievances submitted by students and members of the staff.
- **Scrutinize and Respond Promptly:**
Examine the complaints thoroughly and take necessary action based on the **authenticity** and **severity** of the matter.
- **Immediate solution:**
Complaints received from students and staff is **promptly addressed by the committee**, and **appropriate solutions** are provided at the earliest possible time.
- **Follow-Up:**
Monitor the status of each grievance at regular intervals until final solution.
- **Maintain Confidentiality:**
Maintain strict confidentiality of the complainant and grievance details wherever necessary.

Grievance Submission Procedure:

Any individual with a genuine grievance may lodge a complaint to the Grievance and Redressal Cell, along with supporting documents (if any). Complaints can be submitted through one of the following methods:

- In person, by approaching the Chairperson or any committee member.
- By dropping a written complaint into the designated complaint box, this is placed adjacent to the principal's room.

Grievance solution Process:

- Upon receiving a grievance, the Chairperson shall fix the date, time, and venue for a meeting with the committee members.
- The meeting must be scheduled within two working days of receiving the complaint.
- The committees shall deliberate on:
 - The facts of the case.
 - The institutional rules and policies.
 - The evidence provided.
- Final recommendations and decisions shall be recorded in the Minutes of the Meeting.

Grievance and Redressal cell Members (From 16.06.2025 to till date)

S.No	Name of the Member	Designation	Position	Contact. No
1	Dr. S. Revathi	Principal	Chairperson	9597367469
2	Dr. T. Banupriya	Director of Physical	In-charge	9500202095
3	Dr. A. Anitha	Librarian	Member	9566225861
4	Dr. J. Vaideki	Associate Professor of Zoology	Member	9345511423