

GRIEVANCE REDRESSAL MECHANISM



CAUVERY COLLEGE FOR WOMEN (AUTONOMOUS)

Nationally accredited (III Cycle) with "A" Grade

ISO 9001:2015 Certified

Annamalai Nagar, Tiruchirappalli – 18

STUDENT GRIEVANCE REDRESSAL MECHANISM

The Grievance Redressal mechanism is administered by the Grievance appeal committee of Cauvery College for Women(Autonomous),Trichy. The committee has been formed and developed a policy for the Grievance mechanism.

1. Information about the Grievance appeal committee is given in the college website
2. Students can able to submit their grievances in different ways
3. An Email ID ccwgrievances@cauverycollege.ac.in is created to post the grievances
4. They can also submit their Grievances through online submission form. The link for the Grievance submission form is available in the College website
5. The responses are regularly checked and they are redressed within a day or within a week based on the nature of the Grievances
6. For offline submission a Grievances box has been fixed and students can drop their written complaints
7. The box is regularly checked and take the necessary actions immediately
8. In addition to these facilities every department is maintaining a note book to record the infrastructure related Grievances like Class room, Laboratories, Fans, lights, benches, Water facilities etc.
9. In Hostel also a Grievance record is maintained and managed by Deputy Warden for each block.
10. In addition to the above mechanism a Counselling Cell which is attached with the PG & Research department of Social Work continually addresses the problems of students and staff who seek professional assistance



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