

CAUVERY COLLEGE FOR WOMEN

(AUTONOMOUS)

Nationally Accredited (3rd Cycle) with 'A' Grade by NAAC



STUDENT GRIEVANCE POLICY

The students of Cauvery College for Women (Autonomous) are well informed the Grievance Redressal Mechanism of the college which is transparent in addressing their grievances. The college hand book is prepared in such way that the students are aware of the functioning of the college throughout the academic year. The details of college Governing Council, principal, Vice principals, Deans and the entire staff in the college, the instructions to students, the tentative dates of CIA I, CIA II and the end semester exam, the components of assessment of practical examinations are clearly given in the hand book to the knowledge of the students. Hoardings bearing the college policies are kept in the entrance of the college for the students' access to the information.

Petition box is kept at the center of the college campus C block ground floor where all the students have easy access to drop their petitions/suggestions. The principal of the college meets the students every Monday during general assembly and ensures the rights and welfare of the students.

The College student Union Council is vested upon the responsibility of representing the student community. Any Cauverian can appeal for a grievance by dropping petition or representing through the College Student Union Council. Students can also approach their class in-charges/mentors, counselling centre existing in the college and if needed they may also meet principal personally to convey their grievance.

If a student has a grievance with regard to the infrastructural facilities and the services rendered or any other requirements, she can convey it to the class representatives/to the executive committee member of each department of the College Student Council. The grievance will be discussed during the meeting of College Student Union Council which is conducted at regular intervals.

The petition box is opened every week and the petitions will be read by the members of Grievance Appeal Committee in the presence of Principal, Vice-Principals, Deans and the Members of College Student Union Council besides sharing the matters discussed in College Student Union Council meeting. Grievances must contain the Student's full name, department, class and the clear statement of the grievance or complaint. A log book comprising the grievances of the students is maintained by the Vice Principal. Principal will examine the grievance/complaint along with the Grievance Appeal Committee whether the grievance is within the limits of the Student Grievance Procedure and affirm facts if true or not and take necessary steps to address the grievance in time.

If the grievance/complaint is found to be genuine, timely and necessity, copies of the grievance/complaint will be provided to the Grievance Appeal Committee and corrective measures will be arranged. The final decision is taken by the Principal.

The college has proclaimed its campus a ragging free zone and boards are kept at the auditorium holding names and contact numbers of the Anti-ragging committee and the committee organizes campaign in the beginning of every academic year guaranteeing safe and healthy environment for the fresh entrants to college.



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