



ST.ANN'S COLLEGE FOR WOMEN
(A Catholic Christian Minority Institution Affiliated to Acharya Nagarjuna University)
(Recognised under Section 2(f) of the UGC Act 1956 -New Delhi)
AMARAVATHI ROAD, GORANTLA, GUNTUR – 522034, A. P
Email: st_anns_coll@yahoo.co.in Website: www.stannscollegeforwomen.org

GRIEVANCE REDRESSAL CELL POLICY

Objectives :

- To encourage the stakeholders to express their grievances/problems freely and frankly without any fear and to get effective solution with an impartial and fair approach
- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Procedure:

- This Cell is functional with the principal as the head and two faculty members as coordinators. It addresses the sensitive areas that need patient listening, understanding, care, and of course redressal in the form of needy action.
- Students submit their grievances in writing to the Principal and forwarded to the Grievance redressal cell members
- The cell will meet as needed and take appropriate measures/solutions to the grievances and redressed to it.
- All students in our college have access to the Grievance Redressal Cell to voice their concerns about academic matters, financial matters, health services, the library, and other central services.
- This cell's nature is highly confidential.

1. All complaints are first addressed by Grievance Committee whose composition is as follows:

- a. The principal of the college- Chairperson
- c. Two senior faculty members nominated by the Principal of the College.

Functions:

1. To attend the complaints made by any student offline/online
2. To give solutions by judging the merits and demerits
3. Redressal of student's grievances to solve their academic & administrative problems
4. To coordinate between students and departments to redress the grievances
5. To guide ways and means to the students to redress their problems



D. B. Fatima Roush

PRINCIPAL
St. Ann's College for Women
GORANTLA, GUNTUR-522 034