



# **KG COLLEGE OF ARTS AND SCIENCE**

**Affiliated to Bharathiar University**

**Accredited by NAAC**

**ISO 9001:2015 Certified Institution**

**KGiSL Campus, Coimbatore – 641 035**

## **Internal Quality Assurance Cell (IQAC)**

### **Policy for Grievance Redressal**

In order to redress individual as well as collective grievances; general in nature, and also related to ragging and sexual harassment of the students, teachers and the staff of the college, Grievance Redressal Mechanism has been devised by KG College of Arts and Science. Grievance Redressal Mechanism has been constituted with the following details and the representations of the stakeholders in different capacities to enquire the nature and extent of the grievances.

What is a Grievance? A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the college that a student or staff thinks, or even feels, is unfair, unjust or inequitable. Any grievance/complaint relating to sexual harassment and ragging will be covered by different committees mentioned above form for the purpose under a separate mechanism for addressing such matters.

#### **Objectives:**

- To formulate the policy to investigate and review complaints or grievances.
- To create awareness of availability of members
- To investigate the causes of the grievances.
- To ensure effectual solution to the grievance depending upon the gravity of the grievance.

**Awareness Policy:** The institution has devised its fix policy to undertake various measures to create awareness to avoid the cases of grievances in regards to sexual harassment, ragging and general grievances of the students, faculty and the staff. The awareness among them has been created through-

- Prospectus
- Undertaking of students and parents at the time of admission

- Institutional website
- On campus display of rules.

The committee has three layers working separately to address the specific issues. The three segments of the committee are

1. General Grievance Redressal Committee
2. Internal Complaints Committee
3. Anti-Ragging Committee

These three committees shall work under the control and guidance of the Principal to redress the grievances. Grievances of serious nature if any can only be forwarded to the highest authority viz. College Committee or the Governing Body. Issues common in nature can be sorted out then and there only at the committee level. The grievances can be represented through on line, drop boxes placed at various places in the campus, in person: oral or written and cases detected during the vigilance of the Discipline Committee. The Committee shall meet at least twice in an academic year but in emergency, it can meet any number of times. The committees are required to maintain the record. Note: While these platforms allow to voice the concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of this committee comprising of senior faculty of the institution. All the committees to redress the Grievances on campus have student representatives.

**1. General Grievance Redressal Committee:** There shall be a grievance redressal committee at the institutional level to redress the grievances of students, faculty members and the staff in the institution during the general functioning. The committee shall meet at least twice a year or as and when required. The Principal shall be the chairperson of the committee and a senior faculty member shall facilitate it as its Convener. The Chairperson shall nominate faculty members and students as the members.

**2. Internal Complaints Committee:** - In pursuance of UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutions) Regulations, 2015 read with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Internal Complaints Committee (ICC) of the College is constituted as under to deal with complaints relating to Sexual harassment at the work place. There shall be a committee at the institutional level to prevent the sexual harassment of the students, teachers and the staff in the institution during the

general functioning. The institution follows the guideline as per the UGC and formed an Internal Complaint Committee. The Committee shall meet at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and faculty wise representation shall be given and a few students shall act as members nominated by the Principal. Besides, a senior faculty member shall facilitate it as its Convener. A legal adviser, a social worker & a medical doctor shall also be nominated by the Principal as the members. The institution is abide by the following policy

- a. Confidentiality of the student's identity on the concerns raised in sexual harassment be maintained.
- b. Dress code and code of conduct for female and male students to be formed
- c. 24X7 point of contact for the students to address their concerns immediately be established
- d. Orientation for the female students on the potential activities which may led to sexual harassment be given.
- e. Activities such as molesting, bullying and any other forms of physical disturbance and mental disturbance to the students be considered as sexual harassment
- f. Update of policy from time to time as per the Government norms and regulations is taken care off.

[https://www.ugc.ac.in/pdfnews/9606743\\_ICC-GSP.pdf](https://www.ugc.ac.in/pdfnews/9606743_ICC-GSP.pdf)

**3. Anti-Ragging Committee:** The institution adopts the anti-ragging policy which was specified by the UGC, dated April 2009, NO. F 1-16/2007 (CPP-II) to observe and regulate the ragging cases of the students occurred in the institution during the general functioning. The Committee shall meet at least twice in a year or as and when required. The Principal shall be the Chairperson of the committee and senior faculty members shall facilitate it as its Convener. The Chairperson shall nominate faculty wise members as the members of it to regulate the affairs along with student representatives. Students can read the Anti-Ragging Policy followed by the College and take their pledge against ragging in the link [ps://www.antiragging.in](https://www.antiragging.in)