

APPEALS & GRIEVANCE POLICY



Since 1947

PSG College of Arts & Science

Autonomous & Affiliated to Bharathiar University
Accredited with 'A' Grade Level by NAAC (3rd Cycle)

College with Potential for Excellence
(Status Awarded by the UGC)

Star College status awarded by the DBT-MST

An ISO 9001:2015 Certified Institution

Civil Aerodrome Post

Coimbatore - 641 014

APPEALS & GRIEVANCE POLICY

PSG College of Arts & Science has an effective grievance and appeal mechanism with transparent approach methods and accountability. The College values the dignity of every individual and ensure the full enforcement of “fundamental rights” under articles 14, 15 19(1) and 21 of the Constitution of India, and uphold the dignity of the employees, applicants for employment, students or those undergoing training / education.

PSG College of Arts & Science is committed to treat all Faculty Members, Supporting Staff and Students respectfully and fairly.

Objectives

1. To create awareness and to sensitize stakeholders about the importance and reliability of appeal and grievance procedures.
2. To address and manage the grievances related to Gender based discrimination, Ragging, Caste based discrimination, Physical, Social and Economic Inequalities
3. To develop a mechanism to investigate and resolve the appeals through the respective committees fairly and confidentially

Scope

The Appeals and Grievances policy outlines a framework to seek guidance, resolve grievances and to make appeals that affects the Rights and Dignity of all stakeholders of the Institution.

Policy

Definitions

As per the UGC regulations (2012) “Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following,

- Student Admission
- Scholarship
- Examinations
- Student education and support facilities
- Discrimination and Harassment
- Ragging
- Sexual harassment

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An “*appeal*” is a process where a student or staff disputes a decision made by the institution as a formal written complaint.

The Institution has all forms of support services, administrative mechanisms, rules and regulations as per the norms stated by UGC & AICTE, and it shall form the basis for developing guidelines and procedures to address issues.

- Staff and Students shall have the freedom to raise a grievance or appeal against any form that proves to be against their Rights and Dignity through the respective committees.
- Those members raising grievances will not be subjected to any form of victimization or discrimination.
- Grievance or appeal shall be raised with relevant evidence, directly and confidentially to the Principal or to the members of the respective committees.
- College is bound to conduct preliminary investigation/ enquiry to confirm the genuinity of the issue/complaint raised.
- Complaints will be rejected if preliminary investigation does not support the validity of the claim.
- Grievances shall be addressed and resolved fairly, responsibly and promptly by the authority.
- Students must be accompanied by their father/ mother/ spouse/ guardian at the time of redressal process, if necessary as per committee members’ decision based on the nature of the issue, to discuss and agree on a fair solution.
- Principal or Convener will review the matter confidentially and respond appropriately and clearly stating the outcome of the consideration and the reasons for the decision.
- Details of proceeding are recorded in the respective committee meeting minutes.
- Appropriate psychological, emotional and physical support to victim shall be offered.

Members of the Committee

Head of the Institution will be the Principal Authority of the Policy. Committees shall be set up with Vice-Principals, Academic Staff and Administrative Staff as Committee Members.

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Committee shall meet periodically;

- To review and update policy and procedures in align with the Amendments passed by the Regulatory Bodies from time to time.
- To review and resolve the issues raised.
- To analyze the impact of Committee decisions.

PSG College of Arts & Science shall constitute the following committees as per Regulatory Bodies recommendations.

- **Anti-Ragging Committee** (University Grants Commission Curbing the Menace of Ragging in Higher Educational Institutions Regulations, 2009.)
- **Internal Complaints Committee (ICC)**, against Sexual Harassment (University Grants Commission (Prevention, prohibition and Redressal of Sexual Harassment of women employees and students in higher educational institutions) Regulations, 2015) – ICC & Harassment & complaints Committee
- **OBC/SC/ST Caste based Discrimination Prevention Committee**
- **Internal Committee for differently abled Students**
- **Grievances Redressal Committee**
- **Discipline Committee**
- **Examination committee**

Procedure

College shall provide adequate resources for creating awareness among stakeholders regarding their Rights to Appeal and Functioning of various Committees specific to the grievances.

Committees will function in a way to earn the trust for its reliability, conformity and confidentiality among the stakeholders.

Students shall appeal either through **Formal Approach** or **Informal Approach** for their complaints and/ grievances.

Formal Approach – Appeal to the Committee through a formal written or e-mail communication addressed to the Head of the Committee.

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- The appeals formally received in the committees will be reviewed and investigated by the Principal/Convener with the committee members and the discussions along with final decision of the committee will be recorded in the respective Meeting Minutes Book.

Informal Approach - Students shall approach through their Class Tutors or Department Head for issues that can be resolved at department level. Other way, is through student council '*Manavar Manram*', where the grievances/ complaints shall be raised during meetings, where it shall be resolved.

College shall establish/ develop facilities for appeals via Oral or Written Statement to their respective Departments/Clubs/Student Council, Grievances/Suggestion box, Online Portal or any other appropriate platforms or/ means.

