

Internal Complaints Committee Policy

St. Ann's College for Women

(Autonomous), Affiliated to Osmania University
Accredited by NAAC with A⁺ Grade (3rd cycle), CPE by UGC

Mehdipatnam, Hyderabad.



**Internal Complaints Committee Policy-
Grievance Redressal**



Internal Complaints Committee Policy - Grievance Redressal

Preamble

St. Ann's College for Women, Mehdiapatnam, Hyderabad is dedicated to offer a secure, just and peaceful environment for learning. In compliance with University Grants Commission guidelines, a Grievance Redressal Cell (GRC)/ ICC was established at the institution to protect the human rights of all the students and to ensure a joyful, comfortable and secure atmosphere on the campus.

1.0 Objectives

1. To provide safe and inclusive environment where students feel comfortable expressing their grievances without fear or victimization.
2. To maintain a clear, transparent, comprehensive, well-defined system for grievance redressal.
3. To define the roles and responsibilities of grievance redressal committee.
4. To ensure a fair, equitable and prompt redressal of grievances.

2.0 Grievance

Grievance is an allegation or a complaint for actual or perceived wrongs. Grievance includes the definition in UGC Regulations under clause 2(f) of the Gazette Notification No.14-4/2012(CPP-11) dated December, 2012 and shall comprise the following.

2.1 Grievance pertaining to academic life

- Attendance in curricular and co-curricular aspects.
- Students life in campus
- Provisions of educational, co-curricular and extension opportunities.

2.2 Grievance pertaining to administrative matters

- Admission
- Fee payment
- Scholarship

St. Ann's College for Women

(Autonomous), Affiliated to Osmania University
Accredited by NAAC with A⁺ Grade (3rd cycle), CPE by UGC
Mehdipatnam, Hyderabad.



- Transparency and access
- Certificates and documents
- Institute- University liaison.

2.3 Grievance pertaining to infrastructural resources

- Provisions of student amenities
- Inclusive access to educational resources
- Access to facilities: Library, Laboratories, Sports and Cultural facilities, Hostel gymnasium and Cafeteria.

2.4 Others

Students may file their grievances regarding both academic and non-academic issues involving:

- Timely issuance of duplicate certificates, transfer certificates, conduct certificates and other documents linked to exams and scholarships.
- Fees and payment for various lab and library materials as well as other financial issues.
- Specific concerns regarding infrastructure facilities, canteen and maintenance of toilets.
- Any other problems that have an impact on the health of the staff and students are also taken into account.

3.0 Grievance Committee/ICC

A grievance committee will be constituted having the following members

1. Principal
2. Dean Student Affairs- UG- B.com/B.A/BBA
3. Dean Student Affairs- UG- B.Sc (Physical & Life Sciences)
4. Dean Student Affairs - PG
5. President- SQAC
6. Vice President- SQAC
7. Secretary- SQAC

3.1 Roles/ Responsibilities:

1. To adhere to the institution's rules and regulations as well as uphold the principles of natural justice in redressing grievances.
2. To exert diligent efforts in resolving grievances within the time frame of 7 working days.

St. Ann's College for Women

(Autonomous), Affiliated to Osmania University
Accredited by NAAC with A+ Grade (3rd cycle), CPE by UGC
Mehdipatnam, Hyderabad.



3. To report to Principal on redressed grievance.
4. To furnish a copy of the report to the individuals affected by the grievance
5. To convene meetings as and when necessary

4.0 PROCESS OF PROCEDURE/ MECHANISM

4.1 PROCEDURE FOR LODGING GRIEVANCE

Students can submit a formal complaint/ grievance by filling out the necessary information on the forms listed. Students have the option to register the Grievance anonymously if they have a legitimate cause

The students can lodge their grievance through online mechanism in the link dsastanns0@gmail.com

The students may feel free to drop their grievance in (can be anonymous if required) in the grievance/suggestion box

The grievance cell will act upon those cases which have been forwarded along with the necessary documents

MECHANISM

After receiving grievance form, the committee will look into the reported problem and come up with a just and impartial solution to

St. Ann's College for Women

(Autonomous), Affiliated to Osmania University
Accredited by NAAC with A+ Grade (3rd cycle), CPE by UGC
Mehdipatnam, Hyderabad.



4.2 REDRESSAL MECHANISM

Any grievance/complaint raised by a student individually or collectively by more than one student and having general applicability or being of a collective nature is subject to consideration by the GRC

After receiving the grievance/complaint /application, the committee will evaluate if the situation merits further inquiry and will take prompt action.

GRC is expected to mediate between the complainant and the defendant who is the target of the complaint

GRC shall consider redressing of grievances within 7 working days

The cell will report to the authority about the instances it handled and , if necessary seek advice from higher authorities.

PRINCIPAL
ST. ANN'S COLLEGE FOR WOM.
MEHDIPATNAM, HYDERABAD-20.