



# SETHU INSTITUTE OF TECHNOLOGY

(An Autonomous Institution | Accredited by NAAC with 'A' Grade)



## GRIEVANCE REDRESSAL POLICY

Grievance Redressal System is a vital part of the College. The College has the responsibility to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

### Objectives:

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. The Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Promoting cordial Student-Student relationship and student-teacher relationship etc.
- Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Installing Suggestion / complaint Box in each Block in which the Students, who want to remain anonymous, drop their grievances and suggestions for improving the Academics / Administration in the College.



- Attending the grievances based on the authenticity and gravity of the complaints/grievances made.
- Representing the grievances to the section concerned which may include maintenance, transport, academics etc.
- Advising all staffs to be affectionate to the Students and not behave in a malicious manner towards any of them for any reason.

**Responsibilities:**

- Provide an avenue for the aggrieved students to redress their individual grievances in order to have a healthy atmosphere among students, staff and management in the Institute.
- Comply with the AICTE Regulations to provide for establishment of redressal Committee in each Institute approved by AICTE.
- Discuss and resolve the grievances, if any received in writing from the students concerned.



A handwritten signature in green ink, appearing to read 'A. Senthil Kumar', written over a horizontal line.

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