

**Govt College for Women (A) Guntur**  
**Internal Quality Assurance Cell**  
**Institutional Policies**  
**Grievance Redressal Policy**

**Mission Statement**

Grievance redressal policy is the procedure laid down by Government College for Women (A), Guntur to provide a proper solution either to a complaint or a grievance expressed by the students pertaining to Infrastructure, Discipline, Ragging, Eve-teasing, Early Marriage, Workplace harassment and grievances arising out of the academic aspects of the institution. The main objective of this policy is to ensure an atmosphere i.e., conducive for learning and the all- round development of the women students.

**Implementation Procedure**

- An Internal Complaints Committee or Grievance Redressal Cell is constituted at the college level with the Principal as the Chairman and one of the Senior faculty member as the convenor.
- It is the responsibility of this committee to arrange Complaints Boxes at various places in the college and inform the Student Council to create awareness about these Complaint Boxes.
- Students in the first instance would have to raise their complaint verbally and drop it in the Complaint Box.
- These Complaint Boxes are to be opened twice a week to provide an effective redressal to the grievances confronted by students in the shortest possible time.
- Complaints or Grievances pertaining to the college hostel will be dealt separately.
- Grievances should be treated with utmost confidentiality and sensitivity.
- All possible efforts should be made to resolve the complaints without any external intervention.
- In case of lack of a satisfactory response the committee can take it to the notice of the higher authorities.

- The Committee will have to submit the report after a thorough inquiry and make recommendations so as to avoid the recurrence of the problem.
- The Committee should maintain a record of all grievances raised by the students.
- Any frivolous or malicious complaints that appear to be lodged with personal prejudice can be ignored by the committee. However, a proper justification should be given in such cases.
- The solution to the grievance expressed by the student should be worked out in such a way that a healthy academic atmosphere is followed out in the institution.
- The grievances regarding the loss of personal items like ID cards, Cycle keys, Bank Pass books, jewelry are announced immediately on the PAS from the Principal's room. They are returned to the owner after proper verification

**Expected Outcome**

A framework for settlement of individual grievances is provided and aggrieved students feel the satisfaction of their grievances being redressed.