

MANNAR THIRUMALAI NAICKER COLLEGE

(Founded by the Tamilnadu Naidu Mahajana Sangam)

An Autonomous Institution, Affiliated to Madurai Kamaraj University

A Linguistic Minority Co-educational Institution / Re-accredited with

'A' Grade by NAAC

PASUMALAI, MADURAI – 625 004



GRIEVANCE REDRESSAL AND COUNSELLING POLICY

GRIEVANCE REDRESSAL AND COUNSELLING POLICY

AIM & SCOPE:

Mannar Thirumalai Naicker College has an effective and transparent grievance redressal and counselling mechanism. It is committed to treating all the teaching, non – teaching staff members, scholars and students equally. The main scope of the policy outlines a framework to resolve the grievances of all the teaching, non – teaching staff members, scholars and students of the Institution.

OBJECTIVES:

- ❖ To create awareness about the importance of Grievance Redressal and Counselling mechanism to all the faculty members, non – teaching staff, scholars and students
- ❖ To evolve a platform where students can express their grievances freely and frankly regarding academic and non-academic issues
- ❖ To take necessary steps to solve the problems quickly
- ❖ To practice a mechanism to investigate and resolve the appeals through the respective Committee confidentially

TRANSPARENT MECHANISM FOR STUDENTS' GRIEVANCES AND COUNSELLING:

- ❖ The Institution provides a mechanism to the students to redress their grievances and appeals on academic and non-academic issues.
- ❖ A victimized student who has any grievances at the Programme level shall apply first to the Mentor as the case may be. After verifying the facts, the Mentor, shall try to redress the grievance within a reasonable time, preferably within a week of the receipt of the complaint.
- ❖ If the Mentor fails to resolve the grievances, it shall be raised with relevant evidence directly and confidentially to the Department or to the Members of the Grievance Redressal and Counselling Committee or to the Principal.
- ❖ The Principal and the Convenor will review the matter confidentially

- and resolve it fairly, responsibly and promptly
- ❖ Psychological and emotional counselling shall be offered to the aggrieved student.
- ❖ Grievances (if any) can also be expressed by the parents and the Institution will take them positively and to solve them.

COMPOSITION OF THE GRIEVANCE REDRESSAL AND COUNSELLING COMMITTEE:

The Principal as the Chairperson of the Grievance Redressal and Counselling Committee will be the authority of the policy. The Principal constitutes the Grievance Redressal and Counselling Committee. It consists of the Faculty Members from different Disciplines and one Faculty Member will be the Convener of the Committee and the others would act as Members.

MECHANISM FOR REDRESSAL OF GRIEVANCES

a) For Students

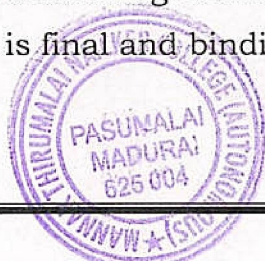
- ❖ The students can meet the Committee Members any time as the accessibility has been made easy in the campus.
- ❖ A system has been evolved to enquire and analyze the grievances in a strictly confidential manner.
- ❖ The Committee will discuss with the Principal and the College Council for prompt action.
- ❖ If necessary, the Principal will explain the decision taken in the College Governing Council to the members of the Management regarding the issue.

b) For Staff Members

- ❖ The teaching and non-teaching staff can meet the Principal to air their grievances.
- ❖ The Principal will take all initiatives to sort out grievances impartially and fairly.

DISCLAIMER:

All the doubts raised by the stakeholders will be clarified by the Grievance Redressal and Counselling Committee. The decision taken by the Principal/Chairperson is final and binding.



PRINCIPAL
MANNAR THIRUMALA NAICKER COLLEGE
(AUTONOMOUS)
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