



Jansons Institute of Technology

Coimbatore, Tamilnadu

Grievance Redressal

The Grievance Redressal Cell was constituted to address the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students.

Objective

- To create a platform where students can present their problems related to academic and non academic subject.
- To receive suggestions from the students for progress.
- To ensure effectual solution to the student grievances with an unbiased and fair approach.
- Woman Harassment complaints will be handled as per government guidelines by respective section

Functions

- Complaint Boxes have been installed in the College campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the College.
- Students can lodge a complaint through online portal.
- The person concerned can personally approach to any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort.
- The cases will be attended promptly on receipt of grievances from the students.
- The cell will review all cases and will act formally accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Following the directions of UGC, AICTE and Anna University the Grievances Redressal Cell is established in order to deal with the individual grievances related to students and faculty members and to ensure the redressal of grievances amicably in a time bound manner. The online Grievance Redressal mechanism can be able to receive and dispose of the grievances online. The Flex board is fixed near the office with the committee members list, contact numbers and email-id's of members indicating the details of the online Grievance Redressal mechanism i.e. URL of the online Grievance Redressal Portal to ensure publicity/awareness of the establishment of Grievance Redressal mechanism. Faculty from departments, who are members of this cell meet periodically and provide solutions to problems related to girl students and women employees...The committee invites suggestions from employees for improving the working environment and resolving issues if any. Any grievances/sexual harassment related specific issues are addressed through professional counseling. If required, parents are called and counseled confidentially.

The students approach the Cell to voice their grievances regarding academic and non academic matters. The cell redresses the grievances at individual and class level and

grievances of common interest. Students are encouraged to use the suggestion box placed on the campus to express constructive suggestions and grievances.

Suggestion Boxes are provided in every building and grievance records are placed at vantage points in the college (including the Library and Hostels) for the students/staff to air their grievances. Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the grievance redressal cell. Hod/Principal/Director regularly attends to these on daily basis. The college assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their grievances.

- The departmental level grievances are attended by the concerned class Coordinators, Counselors and Department Heads.
- The student coordinators and staff coordinators of grievance redressal cell act as facilitators to communicate and sort out the grievances at the department level.
- Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
- An online monthly Status Report regarding the number of grievances received, disposed off and pending as on the last day of the previous month is being informed to AICTE via online feedback report in AICTE web portal.
- The notice board /flex board is fixed near the office , indicating the details of online Grievance Redressal Mechanisms (i.e) URL of the online Grievance Redressal Portal
