



# THE MADURA COLLEGE

An Autonomous Institution affiliated to Madurai Kamaraj University

Re-accredited (3<sup>rd</sup> cycle) with 'A' grade by NAAC

Vidya Nagar, T.P.K. Road, Madurai – 625 011

## STUDENTS' GRIEVANCE REDRESSAL POLICY

The Madura College is committed to providing an environment where the rights of individuals are protected. The Madura College's Student Grievance Procedures ensure that all students and student organizations are afforded an opportunity to resolve their grievances. Furthermore, the institution promotes and maintains an environment where students feel empowered to raise their grievances and have such grievances addressed by the College in a respectful, responsible and in timely manner. Grievances redressal shall be in accordance with the Grievance Redressal Mechanism of the college.

### POLICY FRAMEWORK

- **"Students' Grievance Redressal Cell"** is constituted with Principal as Chairman. Members to the cell are nominated by the Principal.
- A student with a grievance can raise their complaints or concerns, either directly to the **"Students' Grievances Cell"** or can represent their grievances to the Student Council Members or can post their complaint in the **"Students' Grievances Box"** kept at strategic points in the college.
- Students may raise complaints or grievances in relation administrative decisions but not limited to administration of policies, procedures and rules of the college.
- Students may raise complaints or grievances in relation to any staff or student of the institution in relation to academic matters.
- Students may raise joint complaints or grievances where more than one student has been affected, in which case the matter will be considered as one issue. If two or more complaints or grievances about the same are submitted independently, they may be considered jointly by agreement of all the parties concerned.
- Any grievance or appeal will be considered without prejudice and solely on its merits and the evidence provided.
- The Cell will review the matter confidentially and respond directly in writing to the student concerned clearly stating the outcome of the consideration and redress their grievances at the earliest.



- The College aims to ensure that students involved in a grievance are not subjected to any form of victimization or discrimination as a direct result of the grievance being raised.
- Anonymous complaints shall not be entertained.
- Records of grievances and appeals and their outcomes will be kept strictly confidential.



  
PRINCIPAL  
THE MADURA COLLEGE (Autonomous)  
MADURAI - 625 011