

## **STUDENT GRIEVANCE REDRESSAL COMMITTEE**

Maharani Lakshmi Ammanni College for Women is an autonomous college with the motto 'Sheelam Parama Bhushanam' that translates as 'Character is the highest virtue'.

To ensure a healthy and harmonious environment at mLAC, timely redressal of student grievances becomes a prerequisite. It is in this context college has constituted a Student Grievance Redressal committee, as per the UGC notification of 11 April 2023.

*Register your complaint here: <https://forms.gle/w1AaYwMX1AqPBVDE6>*

**OR**

*Mail your grievances to respective Email Id: [grievance@mlacw.edu.in](mailto:grievance@mlacw.edu.in)*

Sl. No.	Name	Designation	Position
1.	Dr. Nagalaxmi B N	Principal	Chairperson
2.	Dr. Nanda Kulkarni	Associate Professor, HoD, Dept. of Mathematics	Coordinator
3.	Dr. M. Reema Kumari	Associate Professor, PG Coordinator, Dept. of Botany	Member
4.	Dr. Vijayadeep C	Associate Professor, HoD, Dept. of Microbiology	Member
5.	Ms. Sowmya Sastry	Librarian	Member
6.	Ms. Geetha K N	Student Representative M.Sc. Botany	Member

### **OBJECTIVES**

- To provide a fair, just and secure environment to all stakeholders
- To promote the values of integrity, inclusivity and discipline across the college
- To enable fair and timely redressal of grievances
- To facilitate a conducive teaching-learning environment

## **SCOPE**

Grievance includes complaints received in the following areas:

- Academic matters
- Financial concerns
- Administrative processes
- Harassment issues (excluding issues related to sexual harassment redressed by ICC)

## **GRIEVANCE REDRESSAL PROCEDURE:**

1. The students are required to register their grievance using the given link or mail their complaints and proceed with the following steps.
2. After registering, the complaint must be brought to the notice of mentor / class teacher.
3. Within 3 working days the complaint must be addressed with utmost confidentiality by the mentor / class teacher
4. If the grievance is not redressed to the satisfaction of the complainant, the matter may be escalated to the Head of the Department.
5. Within 5 working days, the HoD must resolve the issue to the satisfaction of the complainant.
6. If the grievance is not resolved within the stipulated time by the HoD, the complaint may be registered with the Grievance Redressal Committee.
7. Within 15 working days of receiving the complaint, the Grievance Redressal Committee may constitute an enquiry to resolve the matter.
8. The Grievance Redressal Committee must send its report with recommendations, if any, to the Managing Trustee of the college and a copy thereof to the aggrieved student within 7 working days of conclusion of the enquiry.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels.

Students can alternately apart from the above procedure can drop the letter citing the grievance in suggestion box or grievance redressal box. The committee will open the box and will open the letter in the presence of Principal, who is the convenor of the committee. Later the committee will discuss the issue and take the necessary action pertaining to the grievance.