



## **GANESAR COLLEGE OF ARTS AND SCIENCE**

(Accredited with 'B' grade by NAAC)

MELAISIVAPURI - 622 403, PUDUKKOTTAI, TAMILNADU

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### **Mechanism of Grievance Redressal Process**

#### First Step: Instant Senior

1. If a student has a grievance, step 1 requires them to speak with the class incharge about it.
2. The instructor has three working days to attempt to resolve the issue and notify the student.
3. Should the result not meet their expectations, they can move on to Step 2.

#### Second Step: Department/Organization Head

1. The employee who is a student, faculty member, non-teaching staff member, or office worker must write a formal letter outlining their grievance and present it to the institution's head, or HOD.
2. The issue will be resolved by the authorities and communicated to the student in three working days.
3. The employee or student may go to step 3 if they are dissatisfied with the results.

#### Third Step: Hearing on Grievances

1. The grievance form and any other pertinent written documentation are turned over, and the matter is referred to the Director(s) or Management.
2. Within ten working days, management will hold a grievance hearing and try to settle the issue. The management's choice will stand as final.

  
PRINCIPAL  
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