

### **Procedure to be followed by Grievance Redressals of students**

1. The student, who are willing to lodge any complaints, shall sent their representation for redressal of their grievance to the Grievances Redressal Committee.
2. All aggrieved parents and the stockholders may also henceforth approach to the Grievance Redressal Committee.
3. The GRC will also take up the matters which have not been solved by the different departments.
4. On receipt of the Compliant, the staff in-charge will submit the same to the Co-Ordinator of the “Grievance Redressal Committee”.
5. The cases are attended at earliest day on receipt of written grievances from the students.
6. The principal resolves the problems if any raised by students/faculty. Otherwise, the complaint may forward to the higher authority.

### **Responsibilities of Grievance Redressal Committee**

1. The setting of the Grievance Redressal Committee for students will be widely published.
2. To encourage the students, feel free to put up a grievance and drop it in boxes placed at conspicuous locations.
3. The Committee needs to prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the principal.
4. Conduct Awareness Programs widely publicize names and contact details of the GRC members

### **Appeals.**

If the complaints not resolved at college level, then the students/faculty may appeal to the Commissioner, Collegiate Education, Amaravati, Andhra Pradesh through G-MAPP (Grievance Redressal Management App).