



# SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

ESTD. 1999 - Accredited by NBA - Approved by AICTE  
ISO 9001:2015 Certified - Affiliated to Anna University Chennai

Lr.No.SRMVEC/Order/Redressal/2023/005-A

15.02.2023

## CIRCULAR

### COMPLAINTS CUM REDRESSAL COMMITTEE STANDARD OPERATING PROCEDURE

An exclusive cell is formed to address the inconveniences and regrets that students and faculty members face due to various contributing factors within the college.

- The objective of the cell is to have a special committee of faculty members of various departments to help students express their inconveniences, disturbances and disparities.
- The grievance can be shared through mail / letter / in person or by dropping it in the Suggestion Box.
- When any grievance is brought for representation, The Principal would choose a team of selected members of the committee and an exclusive enquiry would be done to see the truth of the incident.
- The committee must take into consideration all phases of approach towards the issue and valid proof of the enquiry done must be collected from each and every person enquired by the committee.
- The committee is expected to complete the enquiry within 15 to 20 working days depending on the intensity of the complaint.
- The enquiry report signed by each member of the enquiry committee along with suggestions and recommendations must be submitted to the Principal.
- The final decision would be by the Principal and the action taken would be shared with the students and faculty members concerned.



- The committee is asked to work with the focus to help students change for the better and continue studies / work without unnecessary distraction.
- The prime most call of the committee is to maintain confidentiality of the enquiry details and ensure that no individual is put to any stress or limitations.

  
**Principal**

**Copy to**

1. *The Director, SRM VEC*
2. *The Vice Principal*
3. *All HODs*
4. *Complaints cum Redressal Committee Members*
5. *All Unit Officers*
6. *The Manager, Office*
7. *PS to Principal*
8. *Office file – for records*