

K.S.R. College of Engineering
(Autonomous Institution)
Tiruchengode - 637 215



Institutional Policy

INTERNAL COMPLAINTS POLICY MANUAL

Internal Complaints Policy Document

The Internal Complaints Policy Document is prepared to make all students and research scholars at K.S.R College of Engineering aware of guidelines of the institute. The policy is effective from July, 2013. It is expected that students and research scholars strictly adhere to the rules and regulations spelled out in this document. The Management reserves the right to change/modify the policy as and when necessary and apply their discretion in specific cases.

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**K.S.R. College of Engineering,
Tiruchengode - 637 215.
(An Autonomous Institution)**

A. VISION AND MISSION OF THE INSTITUTION

Vision:

We envision to achieve status as an excellent Educational Institution in the global knowledge hub, making self-learners, experts, ethical and responsible engineers, technologists, scientists, managers, administrators and entrepreneurs who will significantly contribute to research and environment friendly sustainable growth of the nation and the world.

Mission:

IM 1: To inculcate in the students self-learning abilities that enable them to become competitive and considerate engineers, technologists, scientists, managers, administrators and entrepreneurs by diligently imparting the best of education, nurturing environmental and social needs.

IM 2: To foster and maintain mutually beneficial partnership with global industries and Institutions through knowledge sharing, collaborative research and innovation.

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B. Objective:

- ❖ To receive Complaints and appeals, to evaluate the genuineness and suggest remedial measures.
- ❖ It exercised reasonable care to prevent and promptly correct any harassment.
- ❖ Students/Research scholars can also appeal for decision towards any committee through this Internal Complaints Committee.
- ❖ To set forth the expectations of conduct and mutual respect in regard to sexual harassment and the process of complaint if these expectations are not met or violated.
- ❖ This will help explain what sexual harassment is and how to deal with the conduct if it arises, to articulate the Organization's strong opposition to sexual harassment, and to identify penalties that can be imposed for such prohibited conduct.

Suggestion Boxes are provided for the students Complaints dropped in the 'Suggestion Box' by students and oral complaints are also redressed. All complaints are scrutinized by the management and the Internal Complaints Committee. HoD/Principal regularly attends to these as and when required. The college assures students that once a complaint is made, it will be treated with confidentiality.

Besides there is an exclusive mechanism to address the issues relating to women and their Complaints.

The complaint management mechanism is carried out in three levels in the institution

- I. The departmental level Complaints are attended by the concerned class advisors and Department Heads.
- II. The student coordinators and staff coordinators of Internal Complaints Committee act as facilitators to communicate and sort out the Complaints at the department level.
- III. Unresolved grievances at the departmental level are referred to the Internal Complaints Committee of the institution.