



**Y.A. Government College for Women**

**Chirala - 523155, A.P.**

*Re-accredited with 'B' grade by NAAC(Cyc-2)*

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## **GRIEVANCE AND REDRESSAL POLICY**

- The college has a Grievance Redressal mechanism in vogue. The Redressal Cell addresses the grievances of its primary stakeholders, the students and staff.
- The students can approach the cell to represent their grievances regarding any serious matter.
- A Student is allowed to voice her grievance to the Principal over email or put the note in the Complaint Box placed on the campus.
- The cell redresses the grievances by sorting out the problems promptly and judiciously.
- Normally the ward counselors address the problems at the department level.