



# MADRAS SCHOOL OF SOCIAL WORK

(An Autonomous Institution Affiliated to the University of Madras)

32, Casa Major Road, Egmore, Chennai - 600 008

College Off. : 2819 4566 / 5126 Website : www.mssw.in

MetricID :5.1.5 :Mechanisms for Grievance Redressal

## STUDENT GRIEVANCE POLICY

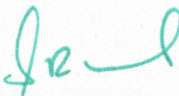
Madras School of Social Work addresses the grievance of the students through transparent grievance redressal policy wherein grievance letters can be sent by adopting one of the following methods

- **Dropping in a petition box (Black Box)**
- **Sending a formal letter to the Principal through HoD / program head / class coordinators**
- **Sending an email to the Principal through HoD / program head / class coordinators**
- **Representing issues through student development council (SDC)**
- **Representing issues through grievance committee members**

. The Grievance letter must contain student's name, year, department and statement regarding the grievance or complaint. Every year student grievance and disciplinary Committee is formed and it is mentioned in the college calendar.

The grievance redressal committee formed for the purpose along with the principal will check the validity of the grievances / complaints, if found true, necessary steps would be recommended to redress the grievance in time. Principal's decision on this is final.

The college does not permit ragging and that anti ragging campaigns are conducted during the beginning of every academic year ensuring safety and healthy environment for all the students.

  
Dr. S. RAJA SAMUEL, M.A., Ph.D.,  
Principal  
Madras School of Social Work (Autonomous)  
No.32, Casa Major Road,  
Egmore, Chennai - 600 008.