



GRT COLLEGE OF EDUCATION

Accredited by NAAC with "B" Grade
(Recognised by NCTE & Approved by Govt. of Tamil Nadu Affiliated by
Tamil Nadu Teacher's Education University)

INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE & REDRESSAL

1. Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies
2. Details of members of grievance redressal committees are available on the institutional website.
3. Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students
4. Provision for students to submit grievances online/offline
5. Grievance redressal committee meets on a regular basis
6. Students' grievances are addressed within 7 days of receiving the complaint

The College has a Students' Grievance Redressal Committee. This cell aims to look into the complaints lodged by any student redress it as per requirement.

Grievance Cell enables Students to express feelings by initiating and pursuing Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Committee. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To support Students who have deprived of the services offered by the College, for which she is entitled.
- To ensure effective solution to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- Staff relationship etc.
- Suggestion / complaint box has been installed in the college in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

Roles and Responsibilities:

- The Cell shall process all the individual complaints and take suitable action thereon in the manner and mode as per the college norms.
- The Cell may form / review the guidelines / policy for redressal of the grievance as required from time to time, which may be in accordance with those issued by NCTE.
- To conduct meeting whenever required and discuss relevant issues, in consultation with the Principal seeking his approval.

Mechanism for lodging complaint:

- The students may feel free to put up a grievance in writing/or Email to the respective department committee coordinators.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Organization wide awareness among stakeholders is created by organizing awareness programmes, displaying the grievance registration mechanism on Web site
- Posters in prominent places of the campus

Prohibitions:-

The Grievance Redressal Committee shall not entertain the following issues:

- The decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the College.
- The decisions with regard to award of scholarship, fee concessions, medals, etc.
- The decisions made by the college with regard to disciplinary matters and misconduct.
- The decisions of the college about admissions in any courses offered by the college.
- The decisions by competent authority on assessment and examination result.

Principal