

GRIEVANCE REDRESSAL POLICY

Preamble

In accordance with the University Grants Commission (UGC) Grievance Redressal Regulations 2012, St. Ann's College of Education shall have a mechanism to address grievances of students and staff. In compliance with the UGC mandate the College's policy for grievance Redressal of students and staff are outlined here under with the objective to redress the grievances of the students and staff in a just and fair manner.

Definition of Grievance:

A grievance includes any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with SACOE, that a student or employee thinks, believes or feels, is unfair, unjust or inequitable. The list of grievances as defined in UGC Regulations under clause 2(f) of the Gazette Notification No. 14-4/2012 (CPP-II) dated December 2012 are taken to be the grievances of students.

Policy Statement

The College's Grievance Redressal Policy has been articulated to accelerate the redressing of grievances received. The policy aims to resolve the grievances of the students and employees within the framework of the college guidelines, maintaining the highest standards of integrity and transparency and promoting a professional and ethical work culture.

Objectives

The objectives of the Grievances Redressal Policy include but are not limited to:

- a. develop a mechanism to resolve grievances of students and staff;
- b. provide the students and staff access to a confidential, transparent, coherent and immediate recourse to have their grievances redressed;
- c. raise awareness among students and staff of their duties and responsibilities; and
- d. constitute a Grievance Redressal Cell to oversee the execution of the grievance redressal policy without biases.

Roles

- a) **Grievance Redressal Committee (Staff):** A three-member team of senior professors will be selected on a rotational basis to constitute the Staff Grievance Redressal Committee. The College Correspondent will appoint the Committee Members with concurrence from the statutory bodies.
- b) **Grievance and Redressal Committee (Students):** A three-member team of senior professor will be selected by the Principal on a rotational basis to constitute the Student Grievance and Appeals Committee. The College Principal will appoint the Committee Members with

concurrence from the statutory bodies. The Committee will address the grievances of the students with regard to fees, leave, examinations, internal assessment, curriculum, submission of assignments, seminars, projects, reevaluation, conduct, other issues related to the teaching and learning process and services provided by the College.

PROCEDURE

Handling of Grievance

Subject to the above provisions, individual grievance of staff members and students shall be processed and dealt as follow:

Staff:

- (a) An aggrieved staff member shall take up her grievance(s) orally with the Staff Secretary or Senior Staff who will try and resolve the grievances(s) if possible.
- (b) In the event the grievance(s) persist, the aggrieved staff member will approach the principal who will try to resolve the grievance(s) within a week.
- (c) If the grievance(s) persist over a week, the matter is brought to the attention of the College Correspondent who will hear the grievance, find a resolve, and communicate the resolve to the concerned staff member.
- (d) All staff grievances are to be recorded and documented in a register. Confidentiality should be maintained at all times.

Students:

Students with grievance(s) can restore to the following:

- a. Verbal Grievance (s): Students can approach their mentors, or Student Quality Circles (SQC), or the Principal directly to find a resolve.
- b. Written Grievance (s): A grievance box is placed on the counter adjoining the College Office. Students with grievance (s) can drop their grievance (s) in the box. The grievance box is attended to by the Principal. If the written grievance (s) is anonymous, the grievance resolve is announced after the assembly. If the written grievance (s) is named, then the grievance(s) is communicated to the Grievance and Redressal Committee (Students). A meeting is convened and the resolve is communicated to the student. The Committee can also ask for the student to be present at the meeting should there be a need for further fact finding or clarifications.
- c. All of the proceedings are held in private and kept confidential. A detailed record is maintained in the Grievance and Redressal Register duly signed by the principal and committee.
- d. All grievances referred to the Grievance Redressal Committee shall be properly documented. Grievance Redressal Record should be kept (Eg. Minutes, copies of complaints etc). The physical record book is kept under lock and key in the Principal's office to maintain confidentiality.

The Grievance and Redressal Policy should be regular revisited and updated to accommodate inclusion of unforeseen events that maybe crucial to the teaching-learning process.