



# **MAR BASELIOS COLLEGE OF EDUCATION**

**SULTHAN BATHERY, WAYANAD, KERALA**

## **COLLEGE GRIEVANCE REDRESSAL CELL**

The Grievance redressal cell functioning in the college is a student – centric mechanism to address and resolve student grievances, concerns and issues. The committee’s goal is to provide a supportive and non-intimidating environment for students to report their grievances and work towards a fair and timely resolution. The grievance redressal cell in a college is crucial for several reasons such as to ensure student welfare, to promote fairness and justice, to encourage open communication, to resolves conflicts, to identify systematic issues, to enhance students’ satisfaction, to support student retention, to foster a positive campus culture, and for continues improvement of the college.

### **Objectives**

- To provide a platform for students to report grievances or complaints
- To ensure prompt and fair redressal of grievances
- To facilitate communication and resolve issues amicably.
- To identify systematic issues and recommend corrective actions.
- To address academic issues ,administrative issues
- To address discrimination or harassment issue.
- To address hostel or accommodation related issues.

### **Members**

According to the UGC ( Redressal of Grievances of Students ) Regulations, 2023, composition of the Grievance Redressal Committee is

**Chairperson** :Dr.Sunithkumar G.N (Principal Mar Baselios college of Education)

**Co-ordinator** :Jayakala M(Vice Principal)

**Senior Faculty Member** :Rejeeshkumar K K( Assistant professor in commerce)

**Students’ Representative:** Sahadal

### **Mechanism of Grievance Redressal Cell**

- The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases
- Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.

- The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

## **SCOPE**

The students may lodge grievance about any academic and non- academic matters related to –

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination, grievance related to internal marks and scholarship related matters.
- To manage dues and payments for various items including those related to the library, hostels and other financial matters.
- Certain misgivings about the conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

## INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE REDRESSAL

1. Our institution has a grievance redressal committee; the details of its members are published in our website
2. Mar Baselios college of education grievance redressal committee is to hear, investigate and resolve the complaints, grievance or conflicts of students
3. Students are supposed to submit a written, signed petition/ complaint to any member of the committee within 5 days after the commitment of the grievance
4. The grievance redressal committee shall study the matter after looking into relevant documents and evidences.
5. The issue will be discussed and address within 12 working days
6. The students can file a review appeal to the principal of the institution if they are not satisfied with the decision of the grievance redressal committee
  - The students can lodge their grievance through online mechanism in the link provided below-
  - The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
  - The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

**(online link for submission)**