

Students' Grievance Redressal Committee Policy

KARMELA RANI TRAINING COLLEGE

Fatima Road, Cutchery P.O.

Kollam - 691013, Kerala, India



Students' Grievance Redressal Committee has been constituted on to redress the grievances and complaints of the students. An essential component of any administration is the Grievance Redressal System that is in charge of giving all of its students a safe and happy environment in the institution. In accordance with UGC guidelines, and that of the Kerala University, the Grievance Redressal Committee was established in the College to address employee and student grievances. The principal has had direct control over the Students' Grievance Redressal Committee. The grievances of students are forwarded to the Principal. The received grievances are sent to the relevant Committee members, who investigate the issues based on the gravity of the matter. The Committee has been working tirelessly to establish a peaceful and accommodating environment for all parties involved. On October 4, 2023, the Students' Grievance Redressal Committee was reorganized to address student complaints and grievances as per the directions of the Government of Kerala.

Definition

Grievance means any complaint, made by an aggrieved student about the following aspects

- academic or non-academic matters, including grievances about unfair internal assessments
- failure by the institution to provide necessary amenities for the students for a comfortable learning environment
- alleged discrimination of students in any aspect from teachers or students
- complaints of student ragging and sexual harassment

Aggrieved student is a student who has a complaint regarding any of the grievances listed above.

Student means a person enrolled, or in the College.

College shall mean Karmela Rani Training College, Fatima Road, Cutchery P.O., Kollam - 691013, Kerala, India

Composition and Structure of the Students' Grievance Redressal Committee.

The Students' Grievance Redressal Committee shall consist of:

- a) A Professor (Senior Teacher) – Chairperson
- b) Four senior faculty members to be nominated by the principal – Members
- c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities
- d) The term of office of chairperson and members will be a period of two years

Students' Grievance Redressal Committee (2023-2025)

For the academic years of 2023 - 2025, the Students' Grievance Redressal Committee shall comprise of:

1. Dr. Brinda Nair S., Assistant Professor, SGRC Chairman
2. Dr. Sanil Sebastian (Rtd.), Associate Professor (Guest Faculty), Member
3. Dr. Nancy J. Fernandez, Assistant Professor, Member
4. Dr. Mary Sindhu J., Associate Professor, Member
5. Dr. Byju C., Assistant Professor, Member
6. Smt. Sruthi G. Sasi, Student Representative (B.Ed. 2022-24 Batch)

Objectives of the Students' Grievance Redressal Committee

- To give enrolled students the chances for redressal of certain grievances about the institution addressed.
- The Students' Grievance Redressal Committee of the institution aims to resolve the grievance of the students with highest standards of natural justice, integrity, fairness and confidentiality.
- Preserving the honour of the college by fostering a peaceful environment and fostering positive relationships between students and teachers, among other things.
- To provide for the prompt, transparent, and easily obtainable resolution of student grievances and to take action in order to preserve a peaceful environment and fostering positive relationships student-student and student-teacher.
- To encourage students to voice their complaints and issues in an open and honest manner without worrying about retaliation.
- To support students who have been denied access to the College's services, to which they are legally entitled.
- To delicately handle the difficult circumstances in order to lessen the oppressive or unsatisfactory conditions.
- The Grievance Cell is also authorized to investigate cases of student ragging and sexual harassment.

Students' Grievance Redressal Mechanism: In general it is governed by the orders of the Government, UGC and Kerala University in this regard.

- The Grievance Redressal Committee will only take into consideration specific individual grievances of students, brought forth by the offended party individually.
- Any grievance of a collective or general nature, brought forth by multiple students, will not be taken into consideration.
- Any complaint received by the institution should be referred to the Grievance Redressal Committee within fifteen days of receipt of complaint
- Following the receipt of any written applications, the Committee will decide the merit of the case and the extent of further discussion.
- The Grievance Redressal Committee shall study the petition/ application and after looking into the matter and have a discussion with those concerned to resolve the issue.
- The date for hearing the complaint by the Grievance Redressal Committee should be communicated to the principal and concerned persons in advance.

- The aggrieved student should be present in person to present the case before the Grievance Redressal Committee
- If necessary, the Grievance Redressal Committee may act as a mediator between the complainant and the defendant that is the target of the complaint. If there are any issues, the Grievance Committee will speak with the principal before making a choice. The Chairperson will break any deadlocks.
- The Chairperson will, to the greatest extent feasible, follow the recommendations of the Grievance Redressal Committee, unless doing so would go against the fundamental policies and procedures of the college.
- The Students' Grievance Redressal Committee will have minimum 15 days from the date of the petition or application to provide its recommendations and report to the principal as soon as possible.
- Following the submission of the Students' Grievance Redressal Committee's recommendations to the principal, the grievance must be settled in full within a reasonable timeframe—typically no more than one month.

Process of submitting the Complaint:

Any aggrieved student can submit a complaint:

- By sending an email to grievance@karmelaranitrainingcollege.com; or
- Through the online portal provided on the website of the college; or
- By dropping the complaint in the grievance box