



# Sree Narayana College of Education

(Affiliated to MG University, Approved by NCTE)

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## KEY INDICATOR

### 5.1 STUDENT SUPPORT

#### METRIC: 5.1.3

The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

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. Student grievances are addressed within 7 days of receiving the complaint

#### Institutional guidelines for students' grievance redressal



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### **5.1.3 Institution has guidelines regarding redressal mechanism approved by appropriate statutory/regulatory bodies**

#### **Guidelines Regarding Grievance Redressal Mechanism**

A grievance redressal committee is a vital component of our institution aimed at addressing and resolving issues or complaints raised by student teachers. The primary purpose of a grievance redressal committee is to ensure fairness, transparency, and accountability in handling complaints or disputes. It acts as an impartial body entrusted with investigating complaints, identifying the underlying causes, and recommending appropriate solutions or actions to address them.

#### **Objectives**

1. **Receiving complaints:** The committee should establish clear channels through which individuals can submit their grievances confidentially and safely.
2. **Reviewing complaints:** Each complaint should be carefully examined to determine its validity and significance. The committee may conduct investigations or gather relevant information to understand better the issues raised.
3. **Facilitating discussion or resolution:** Depending on the nature of the grievance, the committee may facilitate discussions between the parties involved or propose solutions to resolve the dispute amicably.
4. **Making recommendations:** After thorough deliberation, the committee should make recommendations for addressing the grievances.
5. **Monitoring implementation:** The committee should ensure that its recommendations are implemented effectively and monitor the progress of resolution efforts.

#### **Grievance Redressal Policy**

Grievance redressal policies in a teacher education institution ensure that students, faculty, and staff have a transparent, fair, and accessible process for addressing and resolving complaints or concerns. These policies foster a transparent, supportive, and responsive academic environment, promoting trust and accountability within the institution. Here's an outline of the grievance redressal policies of Sree Narayana College of Education.

##### **1. Policy Statement**

This institution is committed to creating a positive academic environment where grievances are addressed promptly and fairly. The grievance redressal mechanism ensures that all stakeholders can voice their concerns without fear of retaliation.

##### **2. Scope**

These policies apply to all students, faculty, and staff. Grievances can include academic matters, administrative services, infrastructural facilities, harassment, discrimination, or any other concerns affecting the educational environment.


##### **3. Definitions**

**Grievance:** A formal complaint a student, faculty member, or staff raises regarding any aspect of the institution's operations or environment.

**Complainant:** The individual raising the grievance.

**Respondent:** The individual or department against whom the grievance is filed.



  
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#### **4. Grievance Redressal Committee (GRC)**

The institution has a Grievance Redressal Committee responsible for addressing grievances. The committee typically includes:

- Principal
- Course Coordinator
- Staff Advisors
- Staff Secretary
- PTA Representative

#### **5. Grievance Redressal Procedure**

##### **a. Informal Resolution:**

1. The complainant is encouraged to resolve the issue informally by discussing it with the concerned parties.
2. If the issue remains unresolved, the complainant can seek the intervention of the mentor /class in charge.

##### **b. Formal Resolution:**

###### **1. Submission of Grievance:**

- The complainant can submit a written grievance, providing detailed information about the issue and any supporting evidence.
- Grievances can be submitted through the grievance box /website, directly to the mentor /class in charge, or to the principal

###### **2. Acknowledgment:**

The GRC acknowledges receipt of the grievance within a specified timeframe, usually within 5-7 working days.

###### **3. Preliminary Assessment:**

The GRC conducts a preliminary assessment to determine the validity of the grievance and whether it falls within the committee's scope.

###### **4. Investigation:**


The GRC conducts a thorough investigation, including interviews with the complainant, respondent, and witnesses and a review of relevant documents.

###### **6. Resolution:**

The GRC deliberates and provides a decision within a specified period, typically within seven days of receiving the grievance.

- The decision includes any recommended actions or remedies.



  
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## **7. Appeal:**

If the complainant or respondent is dissatisfied with the GRC's decision, they can appeal to a higher authority within the institution, such as the Management.

## **6. Confidentiality**

All grievance proceedings are confidential. Information is shared only with individuals directly involved in the resolution process.

## **9. Review and Improvement**

The grievance redressal policy is reviewed periodically to ensure its effectiveness and to incorporate improvements based on feedback and changes in regulatory requirements.

## **10. Communication and Awareness**

The institution ensures that all students, faculty, and staff are aware of the grievance redressal policy through:

- Orientation programs
- Institutional handbooks and websites

By implementing and adhering to these policies, Sree Narayana College of Education maintains a fair, transparent, and responsive approach to addressing grievances, fostering a positive and inclusive educational environment.



  
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