



ST. IGNATIUS COLLEGE OF EDUCATION

(AUTONOMOUS)

Accredited by NAAC at 'A+' Grade with CGPA 3.42 (Third Cycle)

Palayamkottai – 627 002

GRIEVANCE REDRESSAL POLICY

Policy Statement

St. Ignatius College of Education (Autonomous), Palayamkottai is committed to maintaining a safe, inclusive, transparent and harmonious learning environment by providing an effective Grievance Redressal Mechanism.

Key Components

- ❖ The Grievance Redressal Cell provides a fair, transparent and accessible mechanism for resolving grievances related to academic, administrative, personal and institutional matters.
- ❖ Student teachers may submit grievances in person, through the Grievance Box or via the institutional online grievance portal.
- ❖ Genuine grievances are resolved within seven working days, wherever feasible, with appropriate follow-up action.
- ❖ Student teachers are encouraged to express their concerns without fear of discrimination, victimization or retaliation.
- ❖ The identity of the complainant is maintained confidentially.
- ❖ Matters requiring specialized attention are referred to the appropriate authority, committee or expert for further action.
- ❖ The Cell promotes a safe, respectful and inclusive campus environment by encouraging dialogue, mutual understanding and conflict resolution.
- ❖ The effectiveness of the grievance redressal mechanism is reviewed periodically to ensure continuous improvement, transparency and student satisfaction.

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