

ST.IGNATIUS COLLEGE OF EDUCATION
(AUTONOMOUS)

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

Palayamkottai – 627 002



STUDENTS' APPEALS and
GRIEVANCES REDRESSAL CELL

Institutional Guidelines for Students' Grievance Redressal Cell

As per the UGC guidelines, our college has constituted the Students' Grievance Redressal Cell. It works in accordance with the following regulations:

- The dissatisfaction or disagreements of the students in any form which is against the court of law, ethos and good manners and behaviours, of the fellow students, faculty and supportive staff members could be brought to the notice of the college.
- The students are claimed to make use of the Complaint Box (off line) or fill in the form in the institutional website (online) for bringing their grievances to the knowledge of the Management.
- The identity of the student will be kept confidential.
- Anonymous complaints will not be treated as grievances.
- Students' grievances and appeals will be addressed within 7 working days.
- Grievances violating the Code of Ethics of the Institution will not be considered for redressal and such issues will be addressed to the concerned students.

Objectives:

The objective behind the establishment of Grievance Redressal Cell is

- To resolve grievances of the student teachers in order to maintain a harmonious educational atmosphere in the institution.
- To create a platform for the student teachers to express their grievances without hesitation.
- To provide suggestions to overcome the problems, to ensure intense learning and overall wellness of the student community.

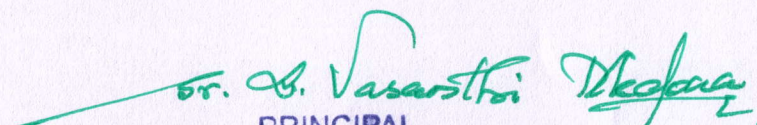
Functions of Students' Grievance Redressal Cell:

- ❖ The cell examines and scrutinizes the grievances and complaints of the students and adopts appropriate measures to redress it by keeping the objectives in mind.
- ❖ The Grievance cell is also empowered to look into matters of harassment or ragging.
- ❖ Anyone with a genuine grievance may approach the Students Grievance Redressal Cell. In case the student is hesitant to appear in self, grievances may be dropped in writing in the grievance box of the institution. Grievances may also be sent online through the provision available in the Institutional website.
- ❖ Measures will be taken by the officials to redress the grievances within 7 working days.
- ❖ The cell will submit report to the management annually about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
- ❖ Every academic year, the grievance cell meets the student teachers during the orientation programme at the beginning of the academic year to make them aware of the regulations and roles of the cell.
- ❖ Any grievance regarding personal issues or issues related to academics, curriculum, sexual harassment or ragging could be brought to the notice of the Management through the Appeals and Grievances Redressal Cell.

Appeals and Grievances Redressal Cell

2024-2025

S. No.	Name of the Member	Category
1.	Rev. Dr. L. Vasanthi Medona Principal	Chairperson
2.	Rev. Sr. A. Mary Selastina Secretary	Member
3.	Dr R. Indra Mary Ezhilselvi COE & Assistant Professor of Psychology	Secretary
4.	Dr. A. JeyaSudha Vice-Principal & Assistant Professor of History	Member
5.	Ms R. Bhuvaneswari Assistant Professor in Pedagogy of English	Member
6.	Ms T. Glory Bai Administrative Staff	Administrative Staff
7.	Ms M. Anisha Soundari II year M.Ed Prospective Teacher Educator	Student Representative
8.	Ms T. Mariammal II year B.Ed Student Teacher	Student Representative
9.	Ms S. Saaliha I year B.Ed Student Teacher	Student Representative


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