



# **KENWAY COLLEGE OF EDUCATION**

## **INSTITUTIONAL GUIDELINES FOR STUDENTS' GRIEVANCE & REDRESSAL**

The College has a Students' Grievance Redressal Cell. This cell aims to look into the complaints lodged by any student redress it as per requirement. The Cell intends to find solutions for problems like any kind of physical or mental harassment, complaints regarding class room teaching, classroom management, completion of syllabus, teaching methods etc. The cell also enables the students to express their feelings by personally initiating or by following another member. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Cell. Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

**Objectives:** - The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the college. A Grievance Redressal Cell has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- To support Students who have deprived of the services offered by the College, for which s/he is entitled.
- To ensure effective solution to the student's grievances with an impartial and fair approach.
- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student- Staff relationship etc.
- Suggestion / complaint box has been installed in the college in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

### **Functions of the Cell:**

- The Cell shall process all the individual complaints and take suitable action thereon in the manner and mode as per the college norms.
- The Cell may form / review the guidelines / policy for redressal of the grievance as required from time to time, which may be in accordance with those issued by NCTE.
- To conduct meeting whenever required discussing relevant issues, in consultation with the Principal seeking his approval. Mechanism for lodging complaint:
- The students may feel free to put up a grievance in writing/or Email to the respective department cell coordinators.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Organization wide awareness among stakeholders is created by organizing awareness programmes, displaying the grievance registration mechanism on Web site

### **The Grievance Redressal Cell shall not entertain the following issues:**

- The decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the College.
- The decisions with regard to award of scholarship, fee concessions, medals, etc.
- The decisions made by the college with regard to disciplinary matters and misconduct.
- The decisions of the college about admissions in any courses offered by the college.
- The decisions by competent authority on assessment and examination result.

**PRINCIPAL**