



Sri Ramakrishna Mission Vidyalaya College of Education

(An Autonomous College affiliated to the Tamil Nadu Teachers Education University and
Re-accredited with A⁺⁺ Grade by NAAC with CGPA 3.82)

Sri Ramakrishna Vidyalaya Post, Periyanaickenpalayam, Coimbatore - 641 020.
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NAAC
3rd Cycle

Criterion V
Metric 5.1.3

CRITERION V

STUDENT SUPPORT AND PROGRESSION

5.1 STUDENT SUPPORT

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

Institutional guidelines for students' grievance redressal



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Guidelines for Students Grievance Redressal

STRUCTURE OF GRIEVANCE REDRESSAL COMMITTEE

The committee has Chairman, co-ordinator and members. The Chairman, Co-ordinator and the members attend and redress the grievances in consultation with management and other faculty. To file the grievances by the teacher trainees a 'Suggestion Box' has been fixed for off line mode and for online mode provision has been given in the college website.


OBJECTIVES

- ✗ To create a platform where teacher trainees can express their grievances, regarding academic as well as non-academic issues including sexual harassment and ragging cases.
- ✗ To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the College campus
- ✗ To get suggestions from the teacher trainees for further improvement.
- ✗ To ensure that the views of each grievance is respected

LODGING OF COMPLAINT

- ✗ The teacher trainee may feel free to put up a grievance in writing and drop it in the 'Suggestion box'.
- ✗ The Grievance Cell will act upon those cases which have been forwarded along with necessary documents.
- ✗ The Grievance Cell will ensure that the grievance has been properly solved in a reasonable time limit provided by the cell.




Principal i/c

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MECHANISM FOR REDRESSAL OF GRIEVANCES

A Grievance Redressal committee has been established in the College of Education. The purpose and functions of the committee are explained to the students. Students address their complaints including sexual harassment and ragging to the Principal either directly or by making use of the suggestion box placed in the library and online grievances redressal link available in college website. Serious issues are discussed during staff meetings and the rest are sorted out in an informal manner. The feedback obtained from the students about the teaching performance of the faculty is also collected regularly and communicated to the concerned faculty. It has become the basis for quality improvement.

MECHANISM FOR REDRESSAL OF GRIEVANCES IN EXAMINATION SYSTEM

The college has an effective mechanism for redressal of grievances pertaining to examinations. All the grievances related to evaluation are promptly addressed by the examination committee as per the rules and regulations of the college. A teacher trainee has the right to appeal in case he is not satisfied with the marks given in the continuous internal assessment test. The teacher trainee can seek clarification from the course teacher concerned. If not satisfied, the teacher trainee may appeal to the Principal. The Grievance Cell examines the grievances and ensures justice to the teacher trainee. In cases of grievances pertaining to end semester examination there is a provision for retotaling, revaluation and personal verification of the answer script as per the college norms. The grievance cell looks into the complaints about valuation and takes necessary measures to redress them.



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