

Composition of students Grievance Redressal Committee

Chairperson	Sri. Pramod.S	Principal
Co-ordinator	Smt. Shemi.C	Assistant Professor in Natural Science
Member	Smt. Manjula. U	Assistant Professor in Physical science
Member	Smt.Nisha. T	Assistant Professor in Education
Member	Smt.Sajitha. E	Assistant Professor in English
Member	Smt.Resmi.N.C	Assistant Professor in Mathematics
Member	Smt.Vineetha. K	Assistant Professor in Social science
Member	Sri. Ramachandran.K.M	Teacher Educator in Art and Drama
Member	Smt.Aleyamma.P.C	Teacher Educator in Physical Education
Student Representative	Jilna Jannath	Member of student union
Student Representative	Chithra.P	Member of student union

Students Grievance Redressal Committee

A student Grievance Redressal Committee (SGRC) is a body established within educational institutions to address and resolve grievances and complaints raised by students. The main objectives and functions of the SGRC include

Objectives

1. **Fairness and justice:** Ensure that all grievances are addressed fairly and impartially.
2. **Student Welfare:** Safeguard the rights and interests of students within the institution.
3. **Transparent processes:** Promote transparency in the handling of grievances.
4. **Timely Resolution:** Provide a timely and effective mechanism for the resolution of student complaints.

Functions

1. **Receiving complaints:** Accept grievances and complaints from students regarding academic and non-academic issues.
2. **Investigation:** Conduct thorough and impartial investigations into the grievances.
3. **Hearing Grievances:** Organize hearings where students can present their cases.
4. **Resolution:** Develop and implement solutions or recommendations to resolve the grievances.
5. **Follow-up:** Monitor the implementation of the resolutions and ensure compliances.
6. **Documentation:** Maintain records of grievances, investigations and resolutions for future reference.
7. **Policy recommendations:** Suggest improvements in institutional policies and procedures to prevent future grievances.
8. **Reporting:** Regularly report on the nature and status of grievances to the relevant authorities within the institution.

The SGRC plays a crucial role in maintaining a harmonious and supportive educational environment by ensuring that student concerns are heard and addressed appropriately

Standard Operating Procedure (SOP) for Student Grievance Redressal Committee at Sree Narayana College of Teacher Education

1. Objective

To provide a structured mechanism for addressing and resolving student grievances.

To ensure grievances are handled in a fair, transparent, and timely manner.

2. Scope

This SOP applies to all students and staff involved in the grievance redressal process.

3. Definitions

Grievance: A formal complaint raised by a student regarding any aspect of their academic or non-academic experience.

Committee: The Student Grievance Redressal Committee responsible for handling grievances.

4. Committee Composition

Chairperson: Sri. Pramod.s

Members: Shemi.c, Manjula.U, Vineetha.K, Nisha.T, Sajitha

Secretary: Resmi.N.C

5. Procedure for Lodging a Grievance

Submission: Students can submit grievances in writing or electronically through the designated grievance submission form. The grievance must include the relevant students name, contact information, and a detailed description of the issue.

Acknowledgment: The committee secretary will acknowledge receipt of the grievance within 7 working days A unique grievance ID will be assigned for tracking purposes.

6. Initial Review

The committee will conduct an initial review of the grievance within 7 working days. If the grievance lacks necessary details or evidence, the student will be asked to provide additional information.

7. Investigation

Fact-Finding: The committee will gather facts by interviewing involved parties, reviewing relevant documents, and consulting with subject matter experts if necessary.

Confidentiality: All investigations will be conducted confidentially to protect the privacy of all parties involved.

8. Resolution

Decision Making: The committee will meet to discuss findings and reach a decision on the appropriate course of action.

Notification: The student will be informed of the committee's decision in writing within 7 working days of the initial review.

Action Implementation: Any necessary actions or remedies will be implemented promptly.

9. Appeals

Right to Appeal: If the student is not satisfied with the resolution, they have the right to appeal the decision. **Appeal Submission:** Appeals must be submitted in writing to the higher authority (Principal) within 7 working days of receiving the committee's decision.

Final Decision: The higher authority will review the appeal and provide a final decision within 14 working days.

10. Documentation and Record-Keeping

All grievances, investigations, decisions, and actions taken will be documented and securely stored by the committee secretary. Records will be retained for a minimum of 2 years for audit and review purposes.

11. Review and Continuous Improvement

The committee will review and update the grievance redressal SOP annually or as needed based on feedback and changes in regulations. Continuous improvement efforts will be made to enhance the effectiveness of the grievance redressal process.

12. Communication

The SOP will be communicated to all students and staff through official channels, including the institutions website and student handbooks. Regular training sessions will be conducted to ensure all stakeholders are aware of the grievance redressal process.

