

Guru Nanak College of Education and Research, Bhandup (West)

Institutional Guidelines for Grievance Redressal

Grievance Redressal Cell

The **Grievance Redressal Cell** is established to address and resolve grievances raised by students in a fair and systematic manner. It provides a platform to voice concerns and identify areas for improvement in the college's functioning, ultimately enhancing the overall institutional environment.

General Guidelines for Lodging a Grievance

1. Mode of Submission:

- Students must submit grievances in writing to the Principal using the prescribed format.
- A suggestion/complaint box is available for submitting concerns anonymously if needed.

2. Types of Grievances:

- **Academic Issues:** Teaching-learning processes, evaluation, assessment, or faculty-related concerns.
- **Infrastructure & Facilities:** Issues related to classrooms, laboratories, libraries, sanitation, or other college amenities.
- **Administrative Services:** Concerns regarding admissions, fees, scholarships, or office-related matters.
- **Harassment or Misconduct:** Complaints involving ragging, harassment, or discrimination of any kind.

Functions of the Grievance Redressal Committee

1. Orientation & Awareness:

- The committee will orient newly admitted students on grievance redressal procedures.

2. Ensuring a Safe and Confidential Process:

- The grievance registration process will be secure, confidential, and sensitive to the concerns raised.

3. Addressing and Resolving Complaints:

- Necessary action will be taken to assist the complainant and, if required, take measures against the accused party.
- Counselling services will be made available if the complainant requires emotional or psychological support.
- Grievances will be resolved promptly, and the outcome will be communicated to the concerned individual.

4. Special Committee Meetings:

- If required, the committee may call a special meeting to deliberate on complex grievances.

5. Reporting and Documentation:

- The final decision of the Grievance Redressal Committee will be officially recorded and conveyed to all relevant parties.

Grievance Redressal Cell Composition

The Grievance Redressal Cell consists of the following members:

1. **Chairperson:** Principal
2. **Secretary:** Senior Faculty Member
3. **Teaching Faculty Representatives:** Three faculty members
4. **Administrative Representative:** One staff member from administration
5. **Student Representatives:** General Secretary from F.Y.B.Ed and S.Y.B.Ed

This structured system ensures a fair and efficient grievance resolution mechanism, promoting a positive learning environment for all.