

## **I. Institutional Guidelines for students Grievance and Redressal mechanism**

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter when the campus through the online and grievance suggestion box.

### **Objective:**

- To provide opportunities for redress of certain grievances of students already enrolled in institutions, as well as those seeking admission to such institutions, and a mechanism there to.
- To deal with the complex situation in an appropriate manner to session the condition felt to be Oppressive or dissatisfied.
- Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.

### **STUDENT GRIEVANCE REDRESSAL COMMITTEE:**

I. A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC). With the following composition, namely.

- a) Principal of the college—Chairperson.
- b) Three senior members of the teaching faculty to be nominated by the Principal—Members.
- c) A representative from among students of the college to be nominated by the Principal based on academic merit / excellence in sports / performance in co-curricular activities —Special invitee.

- (ii) The term of the members and the special invitee shall be two years.
- (iii) The quorum for the meeting including the Chairperson, but excluding the special Invitee shall be three.

In considering the grievances before it, the CSGRC shall follow principles of natural Justice.

**Student Grievance Procedure:**

- Step1– raise the issue informally with the Student.
- Step2– raise the issue formally with a grievance form
- Step3–grievance investigation should take place.
- Step4– a grievance hearing may be required to review the evidence and for a decision to be made.

## **II. STUDENT GRIEVANCE REDRESSAL FORM**

**St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN,  
GUNTUR.**

### **Students Complaint / Grievance Form**

Name of the Student: \_\_\_\_\_

Academic Year: \_\_\_\_\_

Date of the Complaint: \_\_\_\_\_

Class: \_\_\_\_\_

Roll No: \_\_\_\_\_

Description of Grievance

Signature of the Student

The above institutional guidelines for student's grievance and Redressal mechanism, and the student grievance Redressal form were approved by the steering committee of the college.

*P. Swamy*  
Principal

*Sr. G. Theresaamma*  
Administrator / Correspondent

*C. Grace Indira*  
IQAC Co-ordinator  
IQAC Co-ordinator  
St. Joseph's College of Education for Women,  
GUNTUR-522 001, A.P.

*J.R. Nijadamma*  
Placement Officer

*Sb. Althea*  
Secretary Redressal

*P. Swamy*  
principal  
PRINCIPAL  
ST. JOSEPH'S COLLEGE OF EDUCATION  
FOR WOMEN  
GUNTUR-522 001., A.P.



