

SREE SWAMY VIVEKANANDA CENTRE OF TEACHER EDUCATION

Grievance Redressal Committee

Introduction:

Sree Swamy Vivekananda Centre of Teacher Education, in accordance with the UGC (Grievance Redressal) Regulations 2012 and the UGC (Redressal of Grievances of Students) Regulations 2023, is committed to providing a secure and harmonious environment for all its stakeholders, including students and staff. As an educational institution, we recognize the importance of addressing grievances promptly and efficiently. To fulfil this commitment, we have established a Grievance Redressal Committee.

Objectives:

The objectives of the Grievance Redressal Committee at Sree Swamy Vivekananda Centre of Teacher Education are as follows:

1. Maintain the dignity of the institution by promoting a strife-free atmosphere through the cordial Student-Student and Student-Staff relationships.
2. Encourage students to express their grievances and problems freely, without fear of victimization.
3. Install a Suggestion/Complaint Box for anonymous submissions of grievances and suggestions.
4. Promote affectionate behaviour among staff and students, discouraging vindictive actions.
5. Ensure that all grievances, whether academic or administrative, are addressed impartially and efficiently.
6. Uphold the principles of natural justice when dealing with complaints and grievances.

Functions:

The Grievance Redressal Committee at Sree Swamy Vivekananda Centre of Teacher Education performs the following functions:

1. Accept written grievances from students and staff members related to the institution's systems.
2. Create and implement a mechanism to handle reported grievances promptly.
3. Forward findings and recommendations to the management, when necessary.
4. Listen, record, and scrutinize grievances submitted by staff and students, taking immediate steps to address them.
5. Represent grievances to the concerned sections, including academics, administration, amenities, and more.
6. Convene regular meetings to discuss the status of grievances.
7. Maintain strict confidentiality when required.

Powers:

The Grievance Redressal Committee members have the following powers:

1. The members are empowered to resolve problems at their level through discussions with students and staff.

2. If a resolution cannot be found at the committee level, the matter may be referred to the Principal for a final decision.
3. Depending on the nature and depth of grievances, the committee may conduct inquiries and take disciplinary actions, following the institute's rules and regulations.

Responsibility:

The ultimate responsibility for grievance redressal rests with the Principal of Sree Swamy Vivekananda Centre of Teacher Education. The Grievance Redressal Cell is expected to ensure that grievances are addressed within a reasonable time frame, and it regularly reports on the status and progress of grievance redressal to the Principal.

Conclusion:

Sree Swamy Vivekananda Centre of Teacher Education is dedicated to maintaining a harmonious and inclusive environment where the concerns and grievances of both students and staff are taken seriously. The Grievance Redressal Committee plays a pivotal role in achieving this objective by addressing and resolving grievances impartially and efficiently. We believe that a responsive and accountable attitude among all stakeholders is crucial for the institution's success, and we are committed to upholding these principles.

By adhering to this Grievance Redressal Policy, we aim to create a supportive and conducive educational atmosphere where everyone can thrive and contribute to their fullest potential.

SSV CTE Grievance Redressal Committee: