



## LOYOLA COLLEGE OF EDUCATION

Chennai - 34

### STUDENTS GRIEVANCE CELL

2022- 2023

#### **Objectives:**

The main aim of the Students Grievance Cell is to preserve a positive and unprejudiced educational environment, to foster a responsive and accountable attitude among all teaching staff, non-teaching staff and student-teachers of the institution.

The objectives of the Students Grievance Cell are:

- a. To maintain a harmonious relationship between student-teachers and staff.
- b. To foster an atmosphere in which student-teachers may voice their complaints without fear of prejudice or persecution.
- c. To support student-teachers who have been deprived of the services offered by the college, for which s/he is entitled.
- d. To coordinate between students and pedagogies / sections to redress the grievances.
- e. To ensure effective solution to the student-teachers' grievances with an impartial and fair approach.

#### **Students Grievance Procedure:**

Student-teachers who want to remain anonymous, can write their grievances and their suggestions for improving the Academics / Administration of the College and drop them off in the Suggestion / Complaint Box that has been installed in the ground floor (near the stairways).

**OR**

An aggrieved student-teacher can submit his/her complaint in writing to his/her mentor who shall resolve the grievance within two days. If the mentor is not able to resolve this grievance, s/he shall forward it to the Chairperson & the Coordinator of the Students Grievance Cell.

**OR**

The student-teachers can post a complaint using the online grievance form that is accessible via the college website or complaints can be sent in the form of email to [grievancecell@lcechennai.edu.in](mailto:grievancecell@lcechennai.edu.in).

**OR**

Student-teachers can also directly approach the Principal to disclose their grievances.

The Chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor or the complaints box.

If the student-teacher is dissatisfied with the solution, the grievance can be further taken to the notice of the Secretary of the College for his guidance.

**Grievance Redressal Mechanism:**

Once the complaint has been received, the Chairperson shall convene a meeting with the members within 2 days of receiving the complaint to take necessary actions as per the urgency and significance of the issue. The cell will endorse all the facts and figures and the solution/final decision to the grievance will be posted within a week or two from the day of the receipt of complaint.

**Members - Students Grievance Cell (2022- 2023):**

Dr. L. Kulandai Theresal	Principal	Chairperson
Mrs. Catherene Nithya S	Asst. Professor in Pedagogy of Computer Science	Coordinator
Dr. T Ponmalini	Asst. Professor in Perspectives of Education	Member
Mr. Regis Gnanaraj S	Asst. Professor in Perspectives of Education	Member
Mr. K Nandha	Asst. Professor in Pedagogy of English	Member



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**Signature of the Secretary**



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**Signature of the Principal**