



OUR LADY COLLEGE OF EDUCATION

(A Christian Minority Institution)

(Approved by NCTE (1) M.Ed. - F.No.SRC / NCTE / TN / APSO6241 / M.Ed. / 392nd / 2020 / 121887

(2) B.Ed. - F.No. SRC / NCTE / TN / APSO 3023 / B.Ed. / 392nd / 2020 / 121878

NAAC Accredited with "B" Grade (CGPA of 2.89)

Our Lady Nagar, Maduravoyal, Chennai - 600 095. Phone. 044-2378 0899

Key Indicator

5.1 Student Support

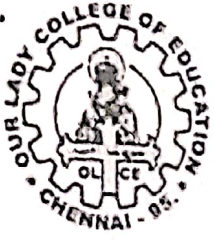
Metric No. 5.1.3

Guideline regarding Grievance, Grievance committee, Grievance Awareness program online/offline feedback

Institutional Guidelines for students grievance redressal



Dr. Y. STANLY SELVAKUMAR
PRINCIPAL
Our Lady College of Education
Our Lady Nagar,
Maduravoyal, Chennai-600 095



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5.1.3 Institutional Guidelines for students grievance redressal

AIMS

Promoting cordial relationship among Student teachers. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

OBJECTIVES

Suggestion/complaint boxes have been installed at the entrance of the administrative block. Students, who wish to remain anonymous, can drop the written grievances and the suggestions towards the improvement of academic and administration process of the college. To resolve grievances within a stipulated time. Personal grievances are resolved through mentoring sessions. Convene regular meetings to enable the students to represent their common grievances.

SCOPE

To resolve Academic Matters related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters. Financial Matters pertaining to dues and payments for various items from library, To resolve complaints related to sanitation, canteen and other facilities.

Principal
Our Lady College of Education
Maduravoyal, Chennai - 600 095

RULES AND REGULATIONS

The committee shall meet once in every month to scrutinise the grievances. The number of grievances, settled or pending will be reported to the principal every month. Confidentiality will be maintained regarding the grievances. Follow-up meetings are convened to monitor the resolved grievances. An aggrieved student or parent if needed may appear in person to present her or his case.



A handwritten signature in black ink, appearing to read "Dr. Y. Stanly Selvakumar".

Dr. Y. STANLY SELVAKUMAR
PRINCIPAL
Our Lady College of Education
Our Lady Nagar,
Madhavoyal, Chennai-45