



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

Composition of Grievance Committee

S.No	Name	Designation
1	Dr. Stanley Selvakumar, Principal	Chairman
2	Dr. Starlin Shyla, Professor	Coordinator
3	Dr. G. Kalaichelvi, Professor	Member
4	Mr. Sudhakar, Employer	Member
5	Ms. Christy Sagaya Mary, Student representative	Member
6	Ms. U. Agilandeswari, Student representative	Member

Dr. Y. STANLY SELVAKUMAR
PRINCIPAL
Our Lady College of Education,
Our Lady Nagar,
Maduravoyal, Chennai-05



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Roles of a Grievance Committee

1. **Address Complaints:** The primary role is to address and resolve grievances or complaints from employees, students, or members. These complaints could relate to unfair treatment, policy violations, or other issues.
2. **Provide Fair Hearing:** Ensure that grievances are heard in a fair and impartial manner. This involves listening to all parties involved and reviewing evidence or documentation related to the complaint.
3. **Uphold Policies:** Ensure that any decisions or actions taken are in line with the organization's policies, procedures, and legal requirements.
4. **Facilitate Resolution:** Work to mediate and facilitate resolutions between conflicting parties. The goal is to find a fair and satisfactory outcome for both the complainant and the organization.
5. **Document and Report:** Maintain detailed records of grievances and resolutions. This documentation can be crucial for future reference and for identifying any patterns that may require systemic changes.
6. **Advise on Policy Improvement:** Provide recommendations for improving policies or procedures to prevent similar grievances from arising in the future.

Functions of a Grievance Committee

1. **Review Grievances:** Examine the details of the grievance, including the context, evidence, and any previous actions taken.
2. **Investigate Issues:** Conduct investigations if necessary, including interviews, collecting evidence, and consulting with relevant stakeholders.
3. **Make Recommendations:** Propose resolutions or corrective actions based on the findings of their review and investigation.
4. **Communicate Decisions:** Inform all parties involved of the committee's decisions and the rationale behind them.
5. **Follow-Up:** Monitor the implementation of resolutions and ensure that the grievance has been fully addressed.
6. **Ensure Confidentiality:** Handle all grievances with confidentiality to protect the privacy of all individuals involved.
7. **Educate and Train:** Sometimes, the committee also has a role in educating the organization about grievance procedures and training individuals on how to effectively handle grievances.

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