



# OUR LADY COLLEGE OF EDUCATION

(A Christian Minority Institution)

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

(2) B.Ed. - F.No. SRC / NCTE / TN / APSO 3023 / B.Ed. / 392<sup>nd</sup> / 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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## 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.

**U. Y. STANLY SELVAKUMAR**  
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## 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.



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## 5.1.3 Samples of Grievance submitted offline

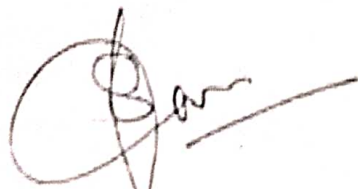
Sl. No	Date	Grievance Received	Action Taken
1.	06.06.2020	Requested to increase the break time	Changed the period timing
2.	25.03.2021	Extra time for submitting the Assignments	Given extra time
3.	10.04.2021	Requested more number of reference books Asked more coaching classes for TET Preparation	Increased more books Conducted extra classes
4.	18.06.2020	Requested extra library period	Given extra period for library
5.	10.07.2020	Requested drinking water facility more	Increased more number of drinking water facility
6.	10.12.2020	Requested more cultural programs	Discussed to have more cultural activity
7.	8.01.2021	Requested canteen facility	Discussed to have canteen facility
8.	12.03.2021	Requested to have Xerox facility	Discussed to arrange Xerox facility

  
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Maduravoyal, Chennai-45


13/02/2021

DEPARTMENT OF ENGLISH.

1. There is no time for preparing examination because of more assignments and projects.
2. Provision of wi-fi connection, it will be useful for students.
3. Provision of xerox shop inside the college campus to avoid the delayance of submitting projects.
4. Provision of canteen, it will be useful for students.



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## 5.1.3 Any other relevant information

### OFFLINE GRIEVANCE FORM



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Maduravoyal, Chennai - 600 095.

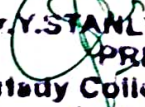
### STUDENT GRIEVANCE FORM

\* Denotes Required Field

Student Name*	<input type="text"/>
Enrolment No*	<input type="text"/>
Father's Name*	<input type="text"/>
Course*	<input type="text"/>
Department*	<input type="text"/>
Contact no*	<input type="text"/>
Email Id*	<input type="text"/>
Address*	<input type="text"/>
Complain Details*	<input type="text"/>

Signature:

Date:

  
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ONLINE GRIEVANCE FORM

# OLCE-Student Grievance Submission Form

ourladycollegeofeducation@gmail.com

Switch account

Not shared



\* Indicates required question

Name of the Student \*

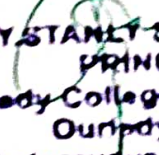
Your answer

Email \*

Your answer

Mobile Number \*

Your answer

  
Dr. Y. STANLEY SELVANUMAN  
PRINCIPAL  
Our Lady College of Education  
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Maduravoyal, Chennai-48



I would like to be contacted by \*

Choose ▼

Please detail your grievance here \*

Your answer

By submitting this form I consent to the Student Grievance Redressal Committee (SGRC) investigating my grievance as per extant procedures. \*

Yes

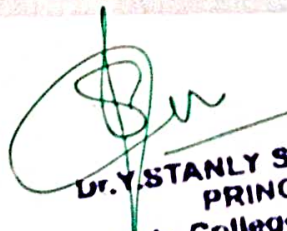
Submit

Clear form

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Google Forms

  
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