



St. Thomas College of Teacher Education, Pala, Kerala
Affiliated to Mahatma Gandhi University, Kottayam

Criterion V: Student Support and Progression

5.1 Student Support

5.1.3 Institutional Guidelines for Students' Grievance Redressal



**ST. THOMAS COLLEGE OF
TEACHER EDUCATION, PALA**
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St. Thomas College of Teacher Education, Pala

Student Grievance Redressal Guidelines

The grievance of a student will be treated with empathy, and the student will be allowed to express their perspective.

a. Purpose

To establish a transparent and equitable procedure for the reporting and resolution of student grievances.

b. Scope

The grievance process applies to both academic and non-academic student grievances, which may include student complaints of unjust treatment or unlawful discrimination. These grievance procedures are accessible to any student of the institute who is the victim of an alleged violation that directly affects them, whether it is committed by an institute member acting in an official capacity or as a result of the program's regulations.

Jurisdiction of the Cell

To receive and redress grievances from the students regarding the following matters

- Non-compliance with the stated merit-based admission criteria of the College
- Unreasonable withholding or denial of certificates or documents
- Charging of extra fees for services provided by the College against the stated policies
- Deficiencies in infrastructure
- All kinds of examination-related grievances

- Caste/gender/social-based discrimination, harassment, mental and physical harassment by authorities, teachers, fellow students, staff, or any form of discrimination (if justice is not received from the existing systems in the institution, students can file a complaint in this cell).
- Non-availability of classes and tutorial sessions as per the university rules
- Complaints about hostel facility, vehicle facility, etc.
- Denial of student's fundamental rights

c. Student Grievance Redressal Procedure:

The college will ensure that both parties to the grievances are addressed appropriately and that the grievances are substantiated by facts and evidence when resolving the grievances of students who are concerned with any member of the institute acting in an official capacity.

Any common grievance may be submitted directly to this cell or placed in the grievance box, which is conveniently located. The committee responsible for this compartment promptly addresses the complaints and implements the requisite measures.

There are three stages of student grievance redressal:

Stage I : Informal Resolution

The student is expected to make an effort to settle or resolve the grievance directly with the individual(s) involved as soon as possible before instituting the official grievance redressal procedure. The matter should be resolved informally at this stage, and every reasonable endeavour should be made to that end. This dialogue may yield an acceptable result. If not, the student may advance to the second stage of the resolution process.

In order to determine the appropriate individual to address the grievance, students who are uncertain about how to proceed may consult with the instructor responsible for their class. Within five working days of the grievance's occurrence, the student is required to contact the individual concerned.

Stage II: Formal Complaint

If a student grievance is not satisfactorily resolved within 10 working days of communicating the grievance to the relevant individual, students may submit a written complaint to the Dean Student Welfare Officer regarding the grievance. The officer should receive all pertinent information from the student to substantiate the complaint and the efforts made in accordance with stage I of the procedure.

In order to collect information and resolve the issue, the Student Welfare Officer should meet with the complainant and the concerned parties as deemed appropriate.

Stage III : Decision by the Principal

The Principal will make the final decision in consultation with the Student Grievance Redressal Committee after considering the facts and the supporting documents submitted by the Student Welfare Officer. The decision made by the Principal shall be considered as final.

Further Appeal mechanism

Students can approach the University Appellate Committee / University Appellate Tribunal on the decision of the Cell of the College.

Appellate committee composition

- Pro Vice-Chancellor (Chairperson)
- Dean/Director of Student Affairs (Convener)
- Syndicate Representative
- Student Representative in the Syndicate
- University Union Chairperson
- Three teachers nominated by Syndicate (one woman and one SC/ST representative)
- A University officer not below the rank of Assistant Registrar