



Euphrasia Training College for Women

(Affiliated to University of Calicut)

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Guidelines for students grievance redressal

STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Every human being has some rights, awareness and protection of these rights are necessary for growth and development for improving confidence level among students. Euphrasia Training College for Women formed a Students Grievance Redressal Committee. The SGRC in our college aims to understand and solve the grievances of the students.

ETC SGRC POLICY:

- Strong principles and ethics are formulated, based on the vision and mission of the institution.
- Every student has the right to express their problems/grievances frankly and freely with any fear.
- Students can file their grievances through an active grievances committee.
- All students should strictly obey the code of conduct of the institution.
- Women empowerment is the main aim of our institution.
- Any kind of discrimination on the basis of gender is not allowed inside the campus.
- Ragging and sexual harassment in any form inside or outside college is banned.
- The institution follows the norms of the Government regarding ragging and sexual harassment.
- Any Kind of mental or physical harassment inside the classroom, campus etc. are strictly prohibited.
- Abuse through social networking also comes under this head.
- The institution recognizes the right of a student and fights for the protection of the same.



[Signature]
Principal

Euphrasia Training College For Women
Kattoor

- Those who violate the code of conduct in the institution should be punished.

ETC- SGRC OBJECTIVES:

The main objective of the SGRC is to ensure strong harmony between students and teachers. The objectives of the SGRC are:

To uplift the dignity of the institution by ensuring the problem free campus through promoting student-students relationship and student-teacher relationship etc.

To ensure that the staff of the institution are responsible, reactive, polite, aggressive in dealing with students' problems.

- To encourage the students to express their grievances without fear,
- To take quick and effective action for the student's grievances in an unbiased manner.
- To ensure the availability of members for students to report grievances.
- To ensure remedial action depending upon the gravity of the grievance.

ETC- SGRC FUNCTIONS:

- To accept offline grievances from students
- To implement appropriate mechanisms to handle the reported grievances.
- To listen, record and scrutinize the grievance file by the students
- To protect privacy of confidentiality of included parties during the investigation.
- To ensure speedy disposal of every grievance filed by the students-within one month.

ETC-SGRC PROCEDURE:

Students can file their grievances through any of the following modes.

Mode 1: Directly to the SGRC

The grievances shall be addressed to the students grievance cell directly.

Mode 2: Optional teacher / mentor

The grievances shall be addressed to the concerned optional teacher or mentor.

Mode 3: The Principal

Students directly approach the principal to file the grievances.

Mode 4: Complaint box:

Students put their complaint or problem into the suggestion box.



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