

Smt. Kapila khandvala college of Education
Juhu Road, Santacruz west, Mumbai 98
#022-26650292, Fax: 022-26608633 Email: kkbed54@gmail.com
Website: kkcoe.org.in

STUDENT GRIEVANCE REDRESSAL CELL

Smt. Kapila Khandvala College of Education has constituted a student grievance redressal cell to promote and maintain a safe, fair and unbiased learning environment. The Greivance Redressal cell is in accordance with the in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013). Grievance Redressal Cell is a measure to develop a responsive and accountable attitude in the institution to ensure there is no laxity in terms of fair deal with the students. Any student of the institution may approach the cell or members of the cell to convey their grievance. In case the student is unwilling to appear in self, Grievances may also be sent through writing or email to the cell members.

- Objectives of the student grievance cell is as follows:
 - To provide a platform where students feel comfortable to share their problems, grievances and complaints about the functioning of the college administration and faculty.
 - To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students;
 - To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
 - To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;
 - To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

- **DEFINITIONS**

Grievance: Grievance means a formal complaint—includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not ; arising out of anything connected with the college that a student or parent thinks, believes, or even feels, is unfair, unjust or inequitable.

Grievant: Grievant means a student, group of students or parents submitting the grievance.

Days: Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance. It shall be the endeavor of the Grievance Redressal cell to ensure redressal/disposal of every grievance within a period of one months of the receipt of application/grievance complaint.

- **GRIEVANCES REDRESSAL COMMITTEE**

A committee comprising of the Principal, senior faculty, and student representatives form the committee.

The Grievance Redressal Committee consists of the following members:

- | | |
|---|---------------|
| 1. The Principal | - Chairperson |
| 2. Three senior teacher representatives | - Members |
| 3. Student representatives | -Members |