

GRIEVANCE AND REDRESSAL COMMITTEE

About

The Grievance and Redressal Committee of LORD JEGANNATH COLLEGE OF EDUCATION was reconstituted on 08.08.2023 by the IQAC. The Grievance and Redressal Committee is reconstituted to hear, investigate and resolve any grievance, conflict or complaint of the institute.

The composition and objectives of Grievance and Redressal Committee is as follows:

Composition of Grievance and Redressal Committee:

Sl. No.	Name of Member	Designation	Designation in Committee
1.	Mrs.T. Soloman Raj	Assistant Professor	Convenor
2.	Mrs. R. Krishnaveni	Assistant Professor	Member
3.	Mrs. G. LakshmanaPerumal	Assistant Professor	Member
4.	Mrs. V. Indira	Assistant Professor	Member
5.	Mrs. N. Vijila	Assistant Professor	Member
6.	Miss. Arthi	Student	Member

Objectives:

The Grievance and Redressal Committee of the institute will serve the following objectives:

1. To deal with all types of grievances, complaints and malpractices including those received from students, faculty and other stakeholders.
2. To deal with the complex situations in a tactful manner.
3. To encourage students to express their grievance freely and frankly without any fear of being victimized.

4. To deal with grievances and find a solution.

Functions:

1. Complaint Registration: Facilitate the submission of grievances through physical forms, online portals, or drop boxes.

2. Investigation: Conduct a thorough review of complaints to understand their nature and scope.

3. Resolution: Provide appropriate and timely resolutions to grievances while maintaining confidentiality and fairness.

4. Feedback and Monitoring: Ensure that resolved grievances are satisfactorily closed, with feedback mechanisms to improve processes.

5. Awareness and Training: Educate students and staff about grievance procedures and promote transparency.

Grievance redressal procedure:

As part of the constant endeavour to ensure transparency in all the activities at different stages, the College provides proper mechanism to students for the redressal of their grievances. This committee will deal with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. The aggrieved member shall submit his/her petition to the Grievance Redressal Committee in a sealed envelope marked 'confidential'. On receipt of a petition, the Grievance Redressal Committee will endeavour to send its recommendation to the Principal for further action. In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Principal/ Disciplinary Authority to take appropriate action against the complainant. Complaints dropped in the 'Suggestion Box' by students and parents and oral complaints are also redressed.

All complaints are scrutinized by the management and the Grievance Redressal Cell.

By following this manual, the Grievance Redressal Cell can ensure a harmonious academic and professional environment within the college.

If any complaints Contact Us:

Mobile :75985 19957, 70100 20509, 8 99657 94043