



Office of the Principal
GOVERNMENT COLLEGE OF EDUCATION
Institute of Advanced Studies in Education
CLUSTER UNIVERSITY, SRINAGAR



Maulana Azad Road Srinagar (J&K)
(NAAC RE-ACCREDITED GRADE "A" (CGPA 3.24))

Telephone No: - 2475368/ Email: gcoe.sgr@gmail.com/ [http:// www.gcoekmr.org](http://www.gcoekmr.org)

Grievance Redressal Mechanism

It is better to air a grievance rather than bottle it up. For the realization of fundamental needs of students, faculty and staff and to safeguard liberties of the stakeholders, the college is live to any sort of issues and problems pertaining to physical, mental harassment, sexual harassment, verbal abuse, and any sort of complaints etc. The complaints pertaining to teacher, staff, and student or relating to teaching methods, management, syllabi and so on are being entertained. The grievance redressal cell (GRC) of the college periodically holds meetings and takes necessary steps to address the grievances in democratic, transparent and unbiased manner. The GRC of the college addresses filed grievances in confidential manner to ensure that the aggrieved person is neither harassed nor bullied in any manner. Any student with genuine complaint may approach any GRC member in person or can file his/her complaint by dropping it in complaint box, or can send mail grievance.iase@gmail.com. The GRC acts swiftly and disposes off the complaints within the seven working days.

Guidelines for Grievance redressal / Student Grievance redressal Mechanism

Step 1: Any student can submit his/ her grievance to the dean student welfare in writing or he/ she can submit the grievance by dropping it in complaint box, or can send mail grievance.iase@gmail.com or through complaint form available on the college website.

Step 2: The grievance will be forwarded to the student grievance redressal committee within seven working days. The student Grievance Redressal committee will comprise of following members:

- a. Dean Student welfare
- b. Convener Grievance Redressal Cell
- c. Members of Grievance Redressal Cell
- d. Student members selected across different semesters
- e. Class In charge of the concerned

f. Member deemed necessary for resolving the issue

Step 3: The Student Grievance Redressal committee will investigate the grievance. They will arrange to meet with the student or his/ her representative to discuss the complaint in detail. The student will be asked to explain their complaint and present any supporting evidence which he/she may wish to share with the committee.

Step 4 : The student Grievance redressal committee will produce a report which outlines the process followed to investigate the grievance, the information gathered, the conclusions drawn and any recommendations within 7 working days from the day of complaint is forwarded to the committee.

Step 5: If the complaint is considered justified, the student will be informed of the outcome to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.

Step 6: However, if the student is not satisfied, he may choose to approach the Principal for addressing his/her grievance and the issue is generally resolved.


Coordinator / Co-coordinator
Grievance Cell


Dr. Seema Naz
Principal

No. ECOB/23/281
dt: 09/2/2023