
	<p align="center"><b>Sarvajanik Education Society</b>  <b>V.T.Choksi Sarvajanik College of Education</b>  Near Lal Bungalow, Athwa lines, Surat-395007  Phone / Fax:0261-2254109  E-mail ID:principal@vtcbcd.org      website:www.vtcbcd.org  AAA-G:A Grade (3.05 CGPA) NAAC: A Grade-Reaccredited (3.18CGPA)</p> <p>Zone Code No. : 92      College Code No. : 18</p>	<p align="center">Estd Year : 1961</p> 
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## Institutional guidelines for students' grievance redressal

### Preamble

In accordance with the University Grants Commission (UGC) Grievance Redressal Regulations 2012, V. T. Choksi Sarvajanik College of Education shall have a mechanism to address the grievances of students and staff. In compliance with the UGC mandate, the College's policy for grievance Redressal of students and staff is outlined here with the objective to redress the grievances of the students and staff in a just and fair manner.

### Definition of Grievance

A grievance includes any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with SACOE, that a student or employee thinks, believes, or feels, is unfair, unjust, or inequitable. The list of grievances as defined in UGC Regulations under clause 2(f) of the Gazette Notification No. 14-4/2012 (CPP-II) dated December 2012 are taken to be the grievances of students.

### Policy Statement

The College's Grievance Redressal Policy has been articulated to accelerate the redressing of grievances received. The policy aims to resolve the grievances of the students and employees within the framework of the college guidelines, maintaining the highest standards of integrity and transparency and promoting a professional and ethical work culture.

### Objectives

The objectives of the Grievances Redressal Policy include but are not limited to:

1. Develop a mechanism to resolve grievances of students and staff;
2. Provide the students and staff access to a confidential, transparent, coherent, and immediate recourse to have their grievances redressed;
3. Raise awareness among students and staff of their duties and responsibilities; and
4. Constitute a Grievance Redressal Cell to oversee the execution of the grievance redressal policy without biases.



  
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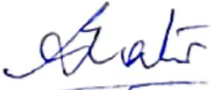
## Roles

1. Grievance Redressal Committee (Staff): The members of the team will be selected on a rotational basis to constitute the Staff Grievance Redressal Committee. The College Correspondent will appoint the Committee Members with concurrence from the statutory bodies.
2. Grievance and Redressal Committee (Students): The members of the team will be selected by the Principal on a rotational basis to constitute the Student Grievance and Appeals Committee. The College Principal will appoint the Committee Members with concurrence from the statutory bodies. The Committee will address the grievances of the students with regard to fees, leave, examinations, internal assessment, curriculum, submission of assignments, seminars, projects, reevaluation, conduct, and other issues related to the teaching and learning process and services provided by the College.

## Procedure

1. Students can file their complaints both online and offline.
2. Complaint boxes have been installed on the college campus in which the students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academic/administration in college.
3. Students can lodge a complaint.
4. The person concerned can personally approach any member of the cell and can send an email or write an application and submit it to the cell convener for grievances of any spot.
5. A meeting of the Anti-Ragging Committee is held every Saturday and the suggestions box is opened by the coordinator Prof. Dr. Jayeshgiri T. Goswami. If there is a complaint, the grievance redressal is discussed by the committee members.
6. After receiving the grievances, they will be analysed by the coordinators and passed on to the management or concerned departments for redressal.
7. Students Grievance Redressal call ensures that the grievances are resolved by the concerned department within a span of the prescribed time of 7 days.



  
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