



STELLA MATUTINA COLLEGE OF EDUCATION (AUTONOMOUS)

Re-Accredited (4th Cycle) by NAAC at 'A' Grade

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5.1.3 Guidelines regarding Redressal Mechanism

Anti-Ragging

Stella Matutina College of Education provides students with a safe and congenial atmosphere. Ragging in all its forms is completely banned on its premises (Academic, Library, Residential, Hostel, Sports, Canteen, and Transportation etc.) The College is bound by the UGC Regulations on 'Curbing the Menace of Ragging in Higher Educational Institutions 2009'. All the students must submit a declaration stating they will abide by the UGC Regulations.

Aim of Anti-Ragging Committee

Anti-Ragging Committee aims to engage in checking places such as classrooms, restrooms, canteen and other places of student congregation. In addition, the anti-Ragging Committee is involved in designing strategies and action plans.

Objectives of the Anti-Ragging Committee

- To undertake measures for publicity against ragging, including the display of posters.
- To monitor anti-ragging activities in the institution including the hostel.
- To take appropriate decisions in case of any incident of ragging.

Stella Matutina College of Education gives immense emphasis on maintaining a ragging-free campus. If students have any grievances, it should be brought to the secretary of the Anti-Ragging committee. Any student or group found guilty of ragging on the campus or outside the campus shall be liable to one or more of the following punishments.

- Cancellation of admission
- Suspension from attending classes
- Withholding/withdrawing scholarship/fellowship and other benefits
- Debarring from appearing in any test/examination or other evaluation processes
- Withholding results

Anti-Ragging Helpline

Anti-Ragging Helpline will be established in the college under the direction of the Anti-Ragging Committee. The Helpline will function for 24 hours. Anti-Ragging Helpline

will be equipped with landline and mobile telephone numbers which shall be made known to students, teachers, parents and Anti-Ragging Committee.

Grievances Redressal

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student and judge their merit. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. Grievances may be sent in writing if the person is unwilling to appear in self. Grievances may also be sent through e-mail to the officer-in-charge of the Students' Grievance Redressal Committee or the Principal.

Objective

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. Therefore, a Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

1. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationships and Student Teacher relationships etc.
2. Encouraging the Students to express their grievances/problems freely and frankly, without fear of being victimized.
3. Suggestion/complaint boxes have been installed in front of the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
4. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the Students to refrain from inciting Students against other Students, teachers and College administration.
6. Advise all Staff to be affectionate to the students and not behave unkindly towards any of them for any reason.
7. Ensuring effective solution to the student's grievances with an impartial and fair approach.

The Committee deals with Grievances received in writing from the students about any of the following matters: -

Academic Matters: Related to the timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination-related matters.

Financial Matters: Related to dues and payments.

Other Matters: Related to certain misgivings about sanitation conditions and canteen facilities.

Procedure

An aggrieved student shall first submit his complaint in writing to his mentor, who shall resolve the grievance within two days. If the mentor cannot resolve the grievance, she shall forward it to the chairperson of the Grievance Committee.

The chairperson of the Committee shall convene a meeting of the Committee within two days of receiving the complaint from the faculty mentor or the aggrieved student in case she applies directly to the Committee.

The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor.

1. The setting of the Grievance Redressal Committee for students will be widely published.
2. The students may put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
3. The Grievance Redressal Committee will act upon those cases forwarded along with the necessary documents.
4. The Committee is requested to Contribute effectively to dispose of the grievances at the earliest.

All grievances referred to the Grievance Redressal committee /Principal/ shall be entered in a register to be maintained by the Secretary of the Grievance Redressal Committee. The Member Secretary of the "Grievance Redressal Committee "will take care of it. The Committee will meet with information to the complainant on their day of Convenience. In addition, an aggrieved Student or Parent may appear in person to present his/her case.

Anti-Sexual Harassment

Stella Matutina College of Education has created an Anti-Sexual Harassment Committee to promote a supportive environment for college students. It deals with issues relating to sexual harassment matters. The committee was formed to protect female students from sexual assault and other crimes against girls' students.

Aim

- To take steps to prevent sexual harassment.
- To implement the zero-tolerance policy for any form of Sexual harassment.
- To provide a Safe, Conducive environment for all Staff, Non-teaching staff and present and future students.
- To be free from discrimination on any ground and harassment at college, including sexual harassment.

Objectives

- To establish principles and standards for anti-sexual harassment policies.
- To create guidelines and processes for dealing with sexual harassment.
- To organize a gender sensitization awareness Programme
- To prepare a clear plan of action, both short and long-term.
- To guarantee that the policy is followed to the letter and spirit by establishing an appropriate reporting structure for receiving and responding to complaints.
- To ensure equal access to all facilities and participation in activities of the college.
- To create a secure physical and social environment which will deter acts of sexual harassment.
- To promote a social and psychological environment that will raise awareness about sexual harassment in various forms.

The committee facilitate a safe environment that is free of sexual harassment, encourage activities that contributes to a gender-equal and equal-opportunity environment, display anti-sexual harassment posters on notice boards in common work areas and distribute relevant brochures and conduct frequent sexual harassment awareness sessions for all students, staff, and non-teaching staff.

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