

St. Joseph's College of Education for Women

Opp. Sambasivapet 2nd Line, Naaz Center, GUNTUR, A.P., INDIA.
(Under the Management of Society of Jesus Mary & Joseph)



5.1.3

Samples of Grievance Submitted offline



T. SwarupaRani

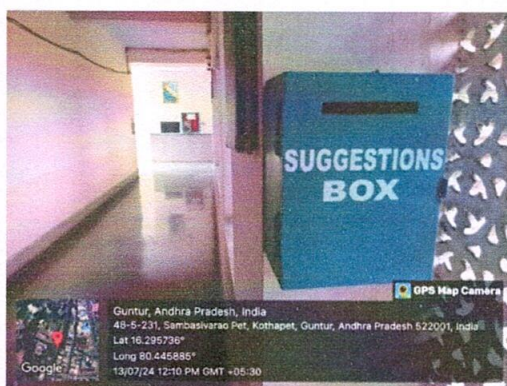
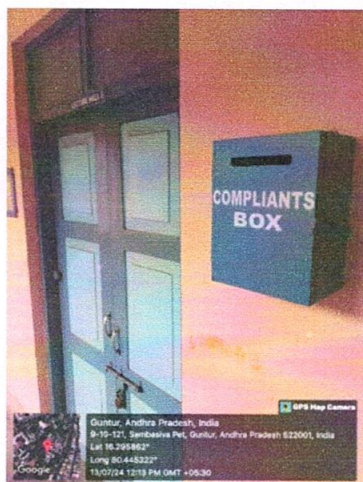
PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P

Provision for students to submit Grievances

St. Joseph's College of education for women, endeavors incessantly to make the institution almost grievance free with a unique administrative mechanism to improve the academics and administration of the college. For this, the College encourages students to submit their grievances in the three different ways.

1. Written compliant form handing directly to the committee.
2. Online compliant form in the Website.
3. Grievances through the box May I help you.

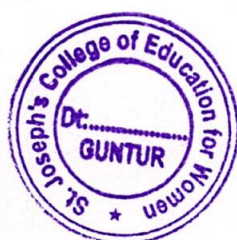
The grievance and Redressal committee go through all the grievances collected through the above three ways and handles them in a confidential manner without any bias. The coordinator of the committee, after going through all the complaints, arranges a meeting to discuss, decide and come out with a solid plan of action towards finding a solution to all the complaints.



T. Swarnabani
PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001, A.P

Grievances resolved during the five years

S.No	Year	No. of Grievances	Title of Grievances	Remarks
1.	2018 -2019	2	1. Drinking water problem 2. Internship problem – complaining heavy load of work	Complaints are Resolved
2.	2019 - 2020	2	1. Students Asked for Canteen. 2. Internship Problem: Internship school are asking for donations towards the school.	Grievances are resolved
3.	2020 - 2021	2	1. Unclean atmosphere in the toilet block 2. Not enough time for teaching practices	Problems are attended
4.	2021 - 2022	2	1. Internship problem: no proper toilet facilities in the schools 2. Not issuing more than 3 Books in the library	Grievances are resolved
5.	2022 - 2023	3	1. Not enough time preparing for theory examinations. 2. Library books are not arranged in their respective racks 3. Dustbins are not cleansed regularly in the classrooms.	Solutions are suggested



T. Swarnabani
 PRINCIPAL
 ST. JOSEPH'S COLLEGE OF EDUCATION
 FOR WOMEN
 GUNTUR-522 001., A.P

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: U. Anusha.

Academic Year: 2018-2019

Date of the Complaint: 17/09/2018

Class: B.Ed 2nd year.

Roll No: 017

Description of Grievance

Drinking water problem. In summer - In the summer time ground water levels are low and not able to get sufficient in time.

U. Anusha.
Signature of the Student

C. Grace Indira

IQAC Co-Ordinator

IQAC Co-ordinator

**St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.**

T. Srinivasulu

Principal

PRINCIPAL -

**ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.**

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: CH. Jyothi

Academic Year: 2018 - 2019

Date of the Complaint: 13-02-2019

Class: B.E.D 1st Year

Roll No: 003

Description of Grievance

Internship problem- Complaining heavy load of work.
Some of the teachers are using the students to teach
attend their work.

CH. Jyothi
Signature of the Student

C. Grace Sudra

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnalatha

Principal

PRINCIPAL

ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001, A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: Sk Humira

Academic Year: 2019-2020

Date of the Complaint: 12-08-2019

Class: B.Ed 2nd Year

Roll No: 019

Description of Grievance

Students asked for canteen - Improving the facilities and quality of food in the canteen.

Sk. Humira

Signature of the Student

e. Grace Sudha

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

P. Swarnal

Principal

PRINCIPAL

ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: A. Suneetha A. Suneetha

Academic Year: 2019 - 2020 2019-2020

Date of the Complaint: 18-10-2020 18-10-2020

Class: B.ED 1st year B.ED 1st year

Roll No: 044

Description of Grievance

Internship Problem - Asking for donations towards the school.

A. Suneetha
Signature of the Student

C. Grace Vidya

IQAC Co-Ordinator

IQAC Co-ordinator

**St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.**

T. Sumanth

Principal

PRINCIPAL

**ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001, A.P.**

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: K. Kanaka Durga

Academic Year: 2020-2021

Date of the Complaint: 20-4-2021

Class: B.Ed 2nd year

Roll No: 060

Description of Grievance

Awkward atmosphere in the toilet - block

K. Kanaka Durga
Signature of the Student

C. Grace Indira

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

S. Swarnika

Principal

PRINCIPAL

ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: S. Monica

Academic Year: 2020-2021

Date of the Complaint: 18-09-2021

Class: B.Ed 1st year

Roll No: 011

Description of Grievance

Not enough time for teaching practices

S. Monica
Signature of the Student

C. Grace Indira

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnapal

Principal

PRINCIPAL

ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: P. snehalatha

Academic Year: 2021-2022

Date of the Complaint: 9-12-2021

Class: B.Ed 2nd year

Roll No: 026

Description of Grievance

Internship problem - no proper trip facilities

P. snehalatha
Signature of the Student

C. Grace Sudha

IQAC Co-Ordinator

IQAC Co-ordinator

**St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.**

P. Srinivas

Principal

PRINCIPAL

**ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.**

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: N. Sireesha

Academic Year: 2021-2022

Date of the Complaint: 14-07-2022

Class: B.Ed 1st year

Roll No: 008

Description of Grievance Not issuing more than three books in the library. Need of the issue of more them 3 books.

N. Sireesha
Signature of the Student

C. Grace Indira

IQAC Co-Ordinator

IQAC Co-ordinator

St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swarnalatha

Principal

PRINCIPAL

ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001, A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: M. Soni

Academic Year: 2022-2023

Date of the Complaint: 19-12-2022

Class: B.Ed 2nd year

Roll No: 065

Description of Grievance

Not enough time to prepare for
theory examinations.

M. Soni
Signature of the Student

C. Grace Sudha

IQAC Co-Ordinator

IQAC Co-ordinator

**St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.**

T. Swarnika

Principal

PRINCIPAL

**ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.**

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: S. Hemanjali

Academic Year: 2022 - 2023

Date of the Complaint: 07-07-2023

Class: B. Ed 1st Year

Roll No: 069

Description of Grievance

Library books are not arranged properly in the respective racks. Misplacement of books in the Titled racks needs proper arrangement after using.

S. Hemanjali
Signature of the Student

C. Grace Johnson
IQAC Co-Ordinator

IQAC Co-ordinator
St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.

T. Swagath
Principal

PRINCIPAL
ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.

St. JOSEPH'S COLLEGE OF EDUCATION FOR WOMEN, GUNTUR.
Students Complaint / Grievance Form

Name of the Student: S. Ananda Divya

Academic Year: 2022 - 2023

Date of the Complaint: 05.11.2023

Class: B.Ed 1st Year

Roll No: 059.

Description of Grievance

Dustbins are not clearing regularly in the classrooms.

S. Ananda Divya
Signature of the Student

e. grace thirumala

IQAC Co-Ordinator

IQAC Co-ordinator

**St. Joseph's College of Education for Women,
GUNTUR-522 001, A.P.**

T. Suresh

Principal

PRINCIPAL

**ST. JOSEPH'S COLLEGE OF EDUCATION
FOR WOMEN
GUNTUR-522 001., A.P.**

Students Complaint and Action taken

S. No	Complaint /Grievances	Action taken
1	Drinking water problem	The committee was invited to explore the possibilities for the inadequacy of drinking water made available for the students. Then the decision was taken to request the concerned authorities to solve the issue by filling the sump with municipal water.
2	Internship problem-complaining heavy load of work	As the student teachers complained, the college faculty members went to the concerned school to check the fact with the management as to why some of their teachers are demanding heavy load of work from the trainee teachers taking the advantage of their vulnerability? After pursuing the issue, our faculty members advised the staff members not to demand too much from the trainee teachers as they came here to practice what they have learned in the course in view of combining the theory they have learned with the practical teaching. Any obstacles in this process can fail the confidence levels of the students that can cause adverse effects towards the very teaching profession.
3	Students asked for canteen.	The committee members decided to arrange a temporary mobile canteen that is stuffed with snacks, breakfast items and other edibles along with stationary items to meet the needs and expectations of the students instantly during the break time. And later on, decided to move towards permanent canteen arrangements
4	Internship problem: Schools are asking for donations towards the school.	As the student teachers complained of the undue expectations of the management in the form of various gifts to the school, our faculty members advised the student teachers to respond in a gentle manner and explain the management that they are only students and therefore can't meet their expectations.
5	Unhealthy atmosphere in the toilet block	In view of solving this problem the committee members decided to suggest hiring some extra scavengers to maintain a healthy and hygienic atmosphere in the toilet block using some disinfecting and refreshing liquid chemicals. So that the students may have a conducive atmosphere. The committee members also thought of suggesting the students use the facilities in a responsible manner.



D. Swaruparani
 PRINCIPAL
 ST. JOSEPH'S COLLEGE OF EDUCATION
 FOR WOMEN
 GUNTUR-522 001., A.P

6	Not enough time for teaching practices	To resolve this problem the committee members decided to advise the student teachers with the skills of time management and also to reduce the introductory and evaluating activities that consume a lot of time, so that the students have enough and more time for teaching practices.
7	Internship problem: no proper toilet facilities in the schools	When the trainee teachers expressed their difficulties regarding the improper toilet facilities in the respective schools, our faculty members advised the trainees to adjust to the given situation and decided to visit that particular school and request the management to arrange proper and decent usable toilet facilities.
8	Not issuing more than three Books in the Library	In this regard the committee members decided to insist those students who requested for extra books must first return the books, in case if they had already taken more than three books and then place a request to the librarian to issue the number of books they want.
9	Not enough time for preparing theory examinations.	In this regard, the committee members decided to advise the students to be more disciplined and active enough to finish their day-to-day assignments without further procrastination and not to waste the valuable time engaging themselves in useless conversations, gossips and chitchats, so that they have ample time in preparation for the theory examinations.
10	Library books are not arranged in their respective racks	As a remedial measure to this problem, the committee members thought of instructing the librarian to make sure that the concerned books are arranged and placed in their respective racks so that finding the required books becomes an easy task.
11	Dustbins are not cleansed regularly in the classrooms.	In this regard, committee members called the scavengers for an explanation as to why they are not emptying the dustbins. Based upon the explanation given the committee of suggested remedial measures to take necessary steps of action and keep the classroom neat and clean, emptying the dustbins.



T. Swaruparani
 PRINCIPAL
 ST. JOSEPH'S COLLEGE OF EDUCATION
 FOR WOMEN
 GUNTUR-522 001., A.P