



Goa Vidyaprasarak Mandal's

# Dr. Dada Vaidya College of Education

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❖ Permanently affiliated to Goa University ❖ Recognised by UGC under 2(f) and 12(B) of UGC Act  
❖ Recognised by NCTE vide Letter no. WRC/5-6/2K/11890 dtd. 29/12/2000 ❖ Accredited by NAAC with B+ Grade (CGPA of 2.51)

Date: 13-08-2021

## Notice

### Grievance Cell

The grievance cell at GVM's Dr. Dada Vaidya College of Education is responsible for addressing and resolving complaints or grievances raised by students, faculty, or staff members. Here is a general procedure that may be followed to tackle problems through the grievance cell:

- **Submission of Grievance:**

Individuals with grievances should submit a written complaint to the designated authority or the grievance cell. The complaint should provide clear details of the issue, including relevant dates, incidents, and individuals involved.

The complaint may be submitted through an official grievance form or via email, letter.

- **Acknowledgment and Verification:**

Upon receiving the complaint, the grievance cell acknowledges the receipt and verifies the authenticity and relevance of the grievance.

The complainant may be asked to provide additional information or supporting documents if necessary.

- **Investigation and Fact-Finding:**

The grievance cell initiates an investigation into the matter to gather all relevant facts and details. This may involve collecting statements from the parties involved, reviewing relevant documents or records, and conducting interviews, if required.

- **Mediation and Resolution:**

The grievance cell attempts to mediate and resolve the issue amicably. Mediation may involve discussions and negotiations between the parties involved, facilitated by the grievance cell members.

The focus is on finding a fair and equitable solution that addresses the concerns raised in the grievance.

- **Decision and Action:**

Based on the findings of the investigation and the outcome of the mediation process, the grievance cell makes a decision or recommendation.


This decision may involve disciplinary actions, policy changes, counseling, or any other appropriate measures to resolve the issue.

- **Communication of the Decision:**

The grievance cell communicates its decision or recommendations to the concerned parties. Clear and concise communication is provided to ensure that all parties involved understand the outcome and any further steps that may be required.

Mrs. Neha Deshpande  
(Head Clerk)  
President



  
Dr. Jojen Mathew  
(Offg. Principal)  
Ex Officio