

CHOPDA EDUCATION SOCIETY'S
**COLLEGE OF EDUCATION CHOPDA,
CHOPDA (P.B) Maharashtra.**

Institutional Guidelines for Students' Grievance Redressal:

Chopda College of Education is committed to fostering a positive and conducive learning environment for all students. As part of our commitment to transparency, accountability, and student welfare, the college has established a robust grievance redressal mechanism in accordance with guidelines approved by the appropriate statutory and regulatory bodies.

Redressal Committee Membership: The details of the members of the Grievance Redressal Committee, including the Chairman, faculty representative, student representative, and management representative, are available and regularly updated on the institutional website. This ensures transparency and accessibility of information for all stakeholders.

Awareness Programs: Regular awareness programs are conducted to communicate the guidelines for redressal of student grievances to both teachers and students. These programs aim to familiarize all members of the college community with the grievance redressal mechanism, emphasizing the importance of reporting grievances promptly.

Submission of Grievances: Students have the option to submit grievances through both online and offline channels. An online portal is available on the institutional website for the convenience of students, and there are designated physical submission points on campus. This dual provision ensures accessibility and flexibility in the submission process.

Regular Committee Meetings: The Grievance Redressal Committee meets on a regular basis to review and address submitted grievances. These meetings provide a platform for committee members to discuss and evaluate complaints, ensuring a thorough and comprehensive approach to grievance resolution.

Timely Resolution: One of the core principles of our grievance redressal mechanism is the commitment to addressing students' grievances promptly. The committee is dedicated to resolving grievances within a stipulated time frame of 7 days from the date of receiving the complaint. This ensures swift action and timely resolution of issues.

Communication of Decisions: Once a decision is reached regarding a student's grievance, the committee communicates the resolution to the concerned parties. This communication includes details of the decision, actions taken, and any follow-up measures, contributing to transparency and accountability in the redressal process.

Online Publication of Meeting Notes and Action Taken: Detailed meeting notes of the Grievance Redressal Committee and the actions taken in response to grievances are documented and made available online on the institute's official website. This practice further enhances transparency, allowing stakeholders to access real-time information about the proceedings and outcomes of the committee.

Monitoring and Feedback: The effectiveness of the grievance redressal mechanism is regularly monitored, and feedback is sought from students and other stakeholders. This continuous evaluation process allows for improvements and refinements to the mechanism, ensuring its relevance and efficiency over time.




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