

Institutional Guidelines

It is necessary to establish a transparent and effective mechanism for resolving student grievances and problems. These guiding principles are as follows

1. **Creation of Grievance Redressal Committee (GRC):** Establish a GRC comprising of teachers, staff and student representatives to oversee the grievance redressal process.
2. **Clear Grievance Policy:** Our College of Education B.Ed.
3. **Eligibility:** After admission to our college, everyone is informed about the Grievance Redressal Committee and the first year students are guided.
4. **Confidentiality:** The names of the students who have filed complaints in the colleges or all information is kept confidential and is not mentioned anywhere so our students can file complaints without selling.
5. **Submission Channel:** Students can submit their grievances in writing to the Grievance Redressal Committee in the Grievance Notice Box provided for the students of our college or they can also submit their grievances online through the MIS software available in our college.
6. **Receipt:** Action is taken on the complaint immediately after the students file it or the student is reached in the manner in which a record of his complaint is kept.
7. **Investigation:** The students' complaints are thoroughly investigated and the individuals are interviewed and satisfactorily investigated so that their problems are resolved.
8. **Timely Resolution:** In our college, complaints are resolved expeditiously. Complaints are resolved by proper investigation within eight days from the date of submission of the complaint.
9. **Appeal Procedure:** Our college resolves the complaint in time. Even after the resolution of the complaint, if there is any complaint, the complaint is considered and the next steps are given and guidance is given to get justice.
10. **Record Keeping-** The College has provided record keeping of grievances received through Grievance Redressal Committee
11. **Regular Reporting:** Proper information of grievances received in the college is kept and reporting is provided
12. **Continuous Improvement:** If there is any change in the policies or objectives of the Grievance Redressal Committee in the College and our Institute, it has been made that the changes will be made in that manner


PRINCIPAL

Chhatrapati Shivaji College of Education
Bukadi, Tal. Hatakanganagale, Dist. Kolhapur