



STELLA MATUTINA COLLEGE OF EDUCATION (AUTONOMOUS)

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

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5.1.3 Awareness programmes are conducted to communicate the guidelines for redressal of student grievances to teachers and students

Title: Report on Awareness Programme for Redressal of Student Grievances

Date: October 21, 2022

No. of Students Participated: 160

Speaker: Dr. Jain Shanthini, Dean of Student Affairs Stella Matutina College of Education

The Awareness Programme on Guidelines for Redressal of Student Grievances, held on October 21, 2022, at Stella Matutina College of Education, was a resounding success. Under the expert guidance of Dr. Jain Shanthini, Dean of Student Affairs, the program aimed to equip B.Ed. teacher trainees with essential knowledge and procedures for addressing student grievances effectively.

The session commenced with an overview of the importance of grievance redressal mechanisms in fostering a conducive learning environment. Dr. Shanthini elucidated the existing guidelines and policies while emphasizing the significance of maintaining transparency and fairness throughout the process.

Interactive discussions and case studies provided participants with practical insights into identifying, reporting, and resolving various types of grievances. Role-plays facilitated a deeper understanding of communication techniques and conflict resolution strategies.

Furthermore, Dr. Shanthini stressed the institution's commitment to promptly addressing student concerns, ensuring their voices are heard, and fostering a culture of trust and respect.

The program concluded with a Q&A session, allowing participants to seek clarification on specific scenarios and procedures. Feedback from attendees was overwhelmingly positive,

highlighting the program's effectiveness in enhancing their understanding of grievance redressal mechanisms.

Outcome of the Session

The Awareness Programme on Guidelines for Redressal of Student Grievances served as a valuable platform for empowering B.Ed. teacher trainees with the necessary skills to address student grievances proactively and professionally.



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