



Policy Code

VIP20110

THE STUDENT GRIEVANCE POLICY

In accordance with the student rights and responsibilities, this policy describes the procedures by which a students of the Vishan Infotech would air his or her grievances regarding academic, administrative and instructional matters relating to students. Any student who has a complaint shall make a reasonable effort to resolve the matter on an informal basis before initiating a grievance. The administrative staff member will assist the student in seeking resolution by informal means at the initial stage. Grades and grading grievances are not covered by this policy, a grievance shall herein be defined as any act depriving a student of his legitimate right as a student.

1. Student Grievance Procedure

Stage 1.1 :

The student or group of students, who believes that an injustice has been done to him or them, shall first attempt to resolve the complaint by informal discussion with the employee of Institute involved, if the problem is not solved, an informal discussion should take place with the administration department where authority exists would take corrective measures.

In the event the informal procedure fails, then the formal procedure would be implemented. If the grievant still believes the issue has not been resolved satisfactorily, they may submit a written complain letter specifying the time, place, nature of the complaint and remedy or correction requested, to the administration department addressed to Academic head.

Stage 1.2 :

If the grievant does not believe the grievance has been resolved, The Academic head upon receiving the complaint Letter of the grievant shall call a meeting of the student or group of students and other parties involved, if required the institute may also take expert advice by involving the "External Advisory Board" to redress the student grievances which should lead to the finally conclusion.

2. Evaluation & Review :

The staff grievance policy would be review every three years and "External Advisory Board" will act as and when need arises.

3. Responsibilities for Implementation :

The External Advisory Board will suggest the outcome & changes to the management.