

Vidyalankar School of Information Technology

Students Grievances Redressal Policy

Vidyalankar School of Information Technology has created a mechanism for the redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, etc. The Student's Grievance Cell desires to promote and maintain a favourable and fair educational environment. The following are the objectives of the Students Grievance Cell:

- To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
- To make officials of the College responsive in dealing with the students.
- To ensure effective solutions to the student's grievances with an impartial and fair approach.

The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

Functions

- Redressal of Students' Grievances to solve their academic and administrative problems.
- To co-ordinate between students and Departments to redress the grievances.
- To guide ways and means to the students to redress their problems.

Students' Grievance Procedure

The grievance procedure is a gear to sort out the issues between students and college. It is a means by which a student who believe that he / she has been treated unfairly with respect to his / her academic/administrative affairs or is convinced to be discriminated is redressed. It enables to express feelings/ approaches by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

- Encourage students to resolve minor issues informally, such as discussing concerns with faculty members, advisors, or relevant staff members.
- If the issue remains unresolved or is of a serious nature, students are ought to lodge their grievances in the prescribed form in the complaint box available in the college.
- Then the matter is intimated to the committee for necessary action.
- The GRC will conduct a fair and unbiased investigation into the complaint.
- A final report based on the grievance received and resolved will be submitted to the principal and a further course of action will be decided and the same shall be intimated to the students.
- The institution has set clear timelines for each stage of the grievance procedure to ensure a timely resolution.


Principal
VIDYALANKAR SCHOOL OF
INFORMATION TECHNOLOGY
Vidyalankar Marg, Vidyalankar
Educational Campus, Wadala (E)
Mumbai - 400 037.



Details of statutory/regulatory Committees (to be notified in institutional website also)

Committee	Links
Anti-Ragging Committee	https://vsit.edu.in/antiragging.html
Internal Complaint Committee	https://vsit.edu.in/icc.html
Grievance Redressal Committee	https://vsit.edu.in/grievance.html


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