

Vidyalankar School of Information Technology

Mechanisms for submission of online/offline students' grievances

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".

The students are ought to lodge their grievances in the prescribed form into the complaint box available in the college. Then the matter is intimated to the committee for necessary action. 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.

Grievance submission and redressal:

Grievance Form submitted to the concerned section in-charge in writing as per format. Action taken report must be submitted within stipulated time for the closure of grievance.

Information about action taken must be communicated to the individual within stipulated time.


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