


GRIEVANCE ADDRESSAL COMMITTEE

Key Objectives

- To provide a structured and effective complaints redressal mechanism.
- To provide an opportunity to everyone in VSIT to be listened to so that any feeling of injustice is sorted out promptly

KEY RESPONSIBILITIES

1. To form a grievance redressal cells to handle grievances.
2. To redress students', staff and faculty grievances separately
3. Redress girl students', lady staff and faculty grievances separately.
4. Formation of a separate cell for ladies.
5. Suitable timings for students', staff and faculty should be arranged.
6. Grievances should be redressed promptly.
7. Employees should be able to present their issues without prejudging or commenting.
8. Positive, friendly ways to resolve the crisis should be used rather than punitive steps, which disturb the system.
9. Reassure them that the authorities will be acting impartially and will try to resolve the matters amicably as possible
10. Effective, sensitive and confidential communication should be reassured between the involved in the grievance
11. Proper investigation of the facts and figures related the problem should be ensured.
12. Documentation of the procedures and of all necessary steps taken to resolve the problem/complaint should be followed.


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