

Date:6-4-2015

## Grievances Redressal Policy

As per AICTE, Establishment of Mechanism for Grievance Redressal Regulations, 2012, F. No. 37-3/Legal/2012, dated 25.05.2012, VNITSW is committed to provide a harmonious & fair learning environment. Students and Staff have access to processes that allow for appeals, complaints and grievances that are to be resolved. Student and staff grievance resolution process seeks to facilitate their formal resolution of grievances as close as possible to the source of the aggrieved person's dissatisfaction, though there will be instances when either students may choose to lodge a formal appeal or a grievance needs to go to a higher authority for resolution.

The institute has the following mechanism to analyze the grievances.

1. Suggestion boxes are put along all hallways of the Institute to receive feedback, complaints, and suggestions from all stakeholders.
2. The committee should meet once a month to investigate any complaints brought by students or staff.
3. The Grievance Redressal Cell's duty is to give fair representation to all parties involved. Throughout the inquiry, the investigator will take thorough notes on conversations with the aggrieved member and pertinent witnesses.
4. In addition to the student's and faculty member's written comments and testimony, the committee may gather and evaluate any information it deems important, as well as hear from anybody it believes has relevant information.
5. Both students and faculty members may propose names of people with pertinent knowledge, but the committee will make the final decision on who to interview.
6. The proceedings and deliberations of the committee will be strictly confidential and not open to the public.
7. After investigating the grievances submitted, the committee members prepare a report that is forwarded to the Principal for further action.
8. After analyzing and comprehending the scope of the situation, the principal presents it to the management committee for appropriate action.

  
PRINCIPAL

Principal  
Vignan's Nirula Institute of  
Technology & Science for Women  
PedaPalakaluru Road, Guntur-522 009