



CITY
ENGINEERING COLLEGE

Mechanisms for submission of online/offline students' grievances 2019-20

Online Grievances:

- Promptly acknowledge receipt of grievances to reassure complainants that their concerns are being addressed, either through a direct letter or email to the principal.
- Implement a clear and transparent process for reviewing grievances. Designate a specific team or individual responsible for the initial assessment and categorization of complaints.
- Keep complainants updated on the status of their grievances throughout the investigation. Provide estimated timelines for resolution and inform them of any potential delays.
- Ensure that all data collected through the grievance system is securely stored and protected from unauthorized access.
- Regularly review and update the grievance handling process based on feedback and changing needs. Conduct periodic audits to verify the system's effectiveness and compliance with relevant regulations.

Online Grievance form is created for student and they can use the following link

[http://cityengineeringcollege.ac.in/grievance .php](http://cityengineeringcollege.ac.in/grievance.php)



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GRIEVANCES FORM

Name :

Reg No.:

Year&Sem :

Department :

Contact No:

Email

Complaints :

Submit



Offline Grievances:

- Offer several ways to submit grievances, including suggestion boxes, designated forms, and direct submissions to specific officials.
- Clearly define the grievance submission process, including acceptable types of grievances, the required format for submissions, and the expected resolution timeline.
- Promptly acknowledge receipt of grievances with written notifications or follow-up meetings to confirm that the issues are being addressed.
- Develop a clear and transparent procedure for reviewing grievances. Appoint a grievance committee or specific individuals to handle the assessment and categorization of complaints.
- Provide clear and fair resolutions to grievances. Communicate the outcomes and actions taken to the complainant and invite feedback to improve the grievance handling process.
- Maintain detailed records of all grievances, investigations, and resolutions, ensuring that this documentation is securely stored and readily accessible for future reference.
- Regularly review and update the grievance handling process based on feedback and changing needs. Conduct periodic audits to verify the system's effectiveness and compliance with regulations.
- Periodically share anonymized data on grievance types and outcomes to build trust and demonstrate a commitment to addressing issues effectively.



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FIG 1: Offline Complaints Grievance

Rameshwar

Principal