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ENGINEERING COLLEGE

Mechanisms for submission of online/offline students' grievances 2021-22

Online Grievances:

Acknowledge receipt of grievances promptly to assure complainants that their concerns are being taken seriously through direct letter to the principal or through email to the principal. Implement a structured and transparent process for reviewing grievances. Assign a dedicated team or individual to handle the initial assessment and categorization of complaints. Keep complainants informed about the status of their grievances throughout the investigation.

Provide estimated timelines for resolution and notify them of any delays. Ensure that all data collected through the grievance system is securely stored and protected against unauthorized access. Regularly review and update the grievance handling process based on feedback and evolving needs. Conduct periodic audits to ensure 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)



GRIEVANCES FORM

Name :

Reg No.:

Year&Sem :

Department :

Contact No:

Email

Complaints :

Submit



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Offline Grievances:

Provide various methods for submitting grievances, including suggestion boxes, designated forms, and direct submissions to specific officials. Clearly outline the grievance submission procedure, detailing the types of grievances that can be reported, the required format, and the expected resolution timeline. Quickly acknowledge receipt of grievances through written notifications or follow-up meetings to ensure that complainants know their issues are being addressed. Establish a well-defined and transparent procedure for reviewing grievances, including assigning a grievance committee or specific individuals to assess and categorize complaints. Provide fair and clear resolutions to grievances. Communicate the results and actions taken to the complainant, and allow for feedback on the grievance handling process to improve it. Keep detailed records of all grievances, investigations, and resolutions. Ensure that this documentation is securely stored and easily accessible for future reference. Regularly assess and update the grievance handling process based on feedback and evolving needs. Perform periodic audits to ensure the system's effectiveness and regulatory compliance. Ensure transparency by periodically sharing anonymized data on grievance types and outcomes. This builds trust and shows the commitment to addressing issues effectively.



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FIG 1: Offline Complaints Grievance

A handwritten signature in green ink, appearing to read "Sudhakar Swamy".

Principal