

SAL EDUCATION STUDENT'S GRIEVANCE POLICY

POLICY ,PURPOSE AND INTRODUCTION:

1. This policy aims to bring about the rapid resolution of grievances, in a transparent manner , within the prescribed timeframe. The objective of the students Grievance Redressal Policy is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the IIMT Studies. This policy will cover & the mechanism under this policy will have the following functions:
2. To establish a direct and open feedback mechanism with our Customers to enhance their satisfaction & use this feedback to improve processes & policies.
3. Redressal of Student's Grievances thru effective coordination between students' and other departments of SAL Education Campus-colleges.
4. To support the students who have been deprived of the services for which he/she is entitled to.
5. To ensure effective & time bound solution to the student's grievances with an impartial, fair & result oriented approach .
6. To make teaching and supporting staff responsive, accountable courteous in dealing with the students.

Note: This procedure aims to bring about the rapid resolution of grievance. . It applies to all students of the institution. Nothing in this procedure impinges on the legal rights or obligations of staff & students.

B) Definitions

1. Student : Student means any professional or candidate
 - a. Who is currently pursuing any educational
 - b. The student who has completed his educational or certification program not before 06 months, from the date of raising issue / grievance / query, regarding the course he or she has completed.
 - c. Any other candidate not fulfilling above two conditions will not be considered as student of SAL Education Campus.



Institute or Service Provider: Means A grievance Compliance Officer will be appointed or any official of the college can be designated as Grievance Compliance Officer, for the same course for which student has raised a query / grievance / issue / complaint.

Grievance: The grievance includes query / complaint / issue raised by the student regarding his / her ongoing course or education with the institute. It has to be related to the services to be provided by the institute, assistance required to facilitate education & studies, violation of any service condition by the institute or its employee and does not include any issue or matter raised not in connection to the studies or course.

Service : Means an obligation of the institute) towards its student/s , to offer assistance / facilities / resources , as per the terms of enrolment letter , to enable the student to complete his course / certification program & includes :

- a. Services like enrolment letters, fees receipts, Identity Card etc.
- b. Issue of course curriculum details, course &/ or reading material.
- c. Learning thru course material, video lectures.
- d. Conduct assessment & evaluation process.
- e. Declaration of results & issue of mark sheet & certificate.
- f. Assistance in attestation process as per the Standard Operating Process for Attestation.
- g. Guidance thru appropriate authorities of the institute to enable student to complete various process related to his education course.

Process Executive Machineries: means machineries & authorities & committees as prescribed in this policy to resolve issues / grievances/ queries? Complaints. This machineries jurisdiction will remain as per the process explained there in.

Classification of Grievance s: means the classification explained based on the nature & gravity of the Grievance of the student and the same will be addressed as per the classification and escalation matrix explained in this process.

C) Objectives of This Policy

This policy aims at serving following objectives

1. To resolve issues, queries & grievances of students, without compromising of ethics, discipline & program quality & value.



2. To correct & improve the current processes & service delivery systems based on the analysis of grievances – queries & feedback of the students.
3. To upgrade service delivery to enhance Customer Satisfaction Index.
4. To invite feedback of students to make systems & processes more value added to offer our students better value for their money.

D) Classification OF Grievances

1. The classification of grievances will be followed by all for redressal
 2. The student may also register his grievance / query / complaint , online on portal , using his official ID & password.
 3. Any grievance not resolved with in time frame moves to the next level.
 4. The grievance has to be addressed to Grievance Redressal Cell , on mail and the student should ensure following basic information in that communication :
 - a. His or her enrolment number.
 - b. The specific details of grievance.
 - c. The expected results or the impact of the grievance , if possible but not mandatory.
- Receipt & Acknowledgement
 - Segregation & Classification.
 - Assigning responsibility to solve

Review Committee

- First Response to student with time frame.
- Analysis of Grievance- Query- View.
- Data collection to find the impact of issue raised.
- Submission of data- analysis to committee.
- Final approval on actions & compliance by PO

Process Owners

- Evaluate the grievance-query-view.
- Submit his first hand view on it to review committee.
- Solve & submit actions taken to review committee.



Audit Team

- Investigation of Grievance.
- Find causes, consequence & impact.
- Categorise grievance based on its gravity.
- Recommend final course of action for long term solution of the grievance

Closure & Approval

- Collection of all data from I to 4 parts.
- Final check on actions taken by PO.
- Study recommendation of Audit Team.
- Approve Final Course of Action.
- Ask CSR to share with students bathe solution & get his feedback.

Grievance Committee and its members:

GRIEVANCE REDRESSAL COMMITTEE

As per the directive of AICTE/GTU/GOG, we –SAL Education are pleased to appoint following personalities to form the **Grievance Redressal Committee**, to deal with complaints, if any, that may arise in future.

Dr.Rupesh Vasani	Chairperson
Ms.Neelima Shah	Coordinator
Prof.Bharat Dalav	Member
Dr.Viral Bhatt	Member
Dr.Sameer Shah	Member
Ms.Ramanjyot Patel	Member
Dr.Bhavna Soni	Member
Mr.Madhusudan Joshi	Member

The committee upon receipt of any grievance will decide who will work at what level of committee for the purpose stated above.



General Conditions & Guidelines

1. The policy becomes applicable only after the student complies with the norms & policy guidelines for the education course or certification program , the student has taken up – including enrolment process, documentation , timely payment of fees , following examination schedule & process etc.
2. Any information declared by or shared by the student has to be in order, complete & true failing which no grievance will be entertained by the institute.
3. This policy does not take care of Refund Claim. This is aimed only at resolving Grievance of students.
4. Neither the student nor the institute take a short cut of any provision of this policy. All levels, stages and matrix as explained in this process has to be followed.
5. During the process , both the service provider and the student must maintain discipline & must not resort to misbehavior or indiscipline . In case of extreme case of misbehavior or indiscipline, the institute can take disciplinary actions which may lead to :
 - (a) Extension of the semester or term.
 - (b) Disqualification for examination for that semester .
 - (c) Dismissal of student from the role of the institute.

The student's grievance will be entertained only if the grievance is with in the purview of assured services during enrolment process .

No other court except, India, the Courts in Ahmedabad will have it's jurisdiction for any dispute related to this policy.

In case of any ambiguity, the decision & interpretation of The Founding Director of this institute will be considered final & binding to all parties.



N-S Shah
Neelima Shah
General manager