



Ref No.: QIF/Policy/2018/02

Date: 20<sup>th</sup> June 2018

## **STUDENT GRIEVANCE REDRESSAL POLICY AND MECHANISM**

**Preamble:** The management of Quest Infosys Foundation is dedicated to promoting a student-centric environment where the student grievances are addressed promptly, fairly, and transparently. The institution encourages students to voice their concerns without fear of discrimination or retaliation and ensures that every grievance is resolved with sensitivity, confidentiality, and in accordance with the established procedures. The institute has adopted a time bound robust grievance redressal mechanism.

**Objective:** The institute follows a transparent and effective **Student Grievance Redressal Mechanism** to address all grievances on the issues related to Academics, Administration, and personal concerns of the students. The system QGI management has resolved to ensure fairness and timely resolution of all student grievances maintaining complete confidentiality.

### **Types of Grievances Addressed:**

- Academic issues (e.g., evaluation, attendance, exam-related matters)
- Infrastructure-related concerns (Labs, Classrooms, hostels, etc.)
- Harassment, discrimination, or bullying
- Fee-related issues and administrative delays
- Service related issues such as Hostel, Transport, or Library- problems

### **Structure of the Mechanism:**

#### **1. Grievance Redressal Committee (GRC):**

- To be headed by a senior faculty member or the HOD.
- To Include TWO faculty members, TWO student representatives, and One non-teaching staff
- Committee to Meet as and when required, but at least once per semester to discuss and resolve grievances raised.

#### **2. Grievance Submission Channels:**

- **Display of Online Grievance Portal** on the college website.
- **Written Complaints** either submitted directly to the head of the concerned department or the Chairperson, GRC. The complaints can be either on plain paper or in the prescribed form as displayed on the website.
- **Online registration of the grievance on the institute website**
- **Email Communication via [studentwelfare@questgoi.org](mailto:studentwelfare@questgoi.org)**



### 3. Time-bound Redressal:

It is important that all grievances received must be actioned immediately on receipt. The following timeline shall be observed

- An acknowledgement of the receipt must be made to the student within 24 hrs of receipt of the complaint through electronic response.
- The grievance must be forwarded to the next level or the Chairperson of the college GRC with-in first 24 hours of the receipt.
- All Minor grievances: must be Resolved within **3-5 working days**.
- Complex grievances requiring investigation: need to be Resolved within **10-15 working days**.

#### Procedure:

##### 1. Filing a Complaint:

The student submits the grievance either direct or through any of the approved channels

##### 2. Acknowledgment:

The student receives confirmation of complaint receipt within 24 hours.

##### 3. Review and Resolution:

The committee investigates the matter, holds discussions with concerned parties, and arrives at a resolution.

##### 4. Communication of the Outcome:

The resolution is communicated to the complainant formally, maintaining confidentiality

##### 5. Appeal Process:

If not satisfied, the student can appeal to the higher authority

Date: 20/06/2018

For Quest Infosys Foundation  
  
Chairman

Chairman