

## Grievance Redressal Mechanism of Centre for Distance & Online Education at Vivekananda Global University

**Grievance Redressal:** Vivekananda Global University, Centre for Distance & Online Education provides a written procedure here which guides to learners or other parties about process of Complaint/grievances registration, institution mechanism for grievance Redressal. We believe to develop a fair and transparent eco-system for each of our stake holders

### Definition -

The University defines a complaint/grievance as "a specific concern on the part of a Learner about the provision of education or other service provided by the University."

### Examples include-

- inaccurate or misleading information about the programs of study;
- Insufficient academic facilities;
- Service not provided to standard advertised;
- The behaviour of a member of the staff and other stakeholders.

### Procedure

If a Learner wishes to make a complaint, he or she must do so within 60 days of the date on which the event occurred.

A complaint may only be made by a Learner or group of Learners, not by a third party or representative. Anonymous complaints will only be accepted if there is sufficient evidence to support it and will be treated with caution.

The Learners have a right to lodge a complaint/ grievance about their grief to the University and the University takes complaints/grievances seriously, and ensures that the Learner should not be put at risk of disadvantage or discrimination as a result of making a complaint when the complaint has been made in good faith.

Learners should note that all staff who are involved in a complaint, will be required to treat with respect and learner should maintain the confidentiality of information and documents generated in, or as a result of such process of complaint Redressal. Learners are advised not to disclose such information to people who not concerned with the matters in question.

Vivekananda Global University, Centre for Distance & Online Education maintains open files for inspection regarding all complaints lodged within the past 3 years against faculty, staff and Learners.



Vivekananda Global University, Centre for Distance & Online Education will NOT take adversary action against the Learner who lodged the complaint.

Centre for Distance & Online Education, VGU encourages individuals to take the following steps regarding the lodging of complaints/Grievances:

**Stage 1**

Submission of an online complaint/grievance form or through an email to Grievance compliance team.

<https://forms.gle/o262zoYUSgkmeqhe6>

In the complaint be sure to include:

- Your name and contact information
- Your Enrollment and name of Program
- Who/What the complaint is about
- The instance that occurred
- Date(s) & time of incident

After registration of complained a unique id/email confirmation will be provided to learners for further communication

The compliance team will respond to the complaint within 3 working days' time and get the issue resolved within 10days of complained registered.

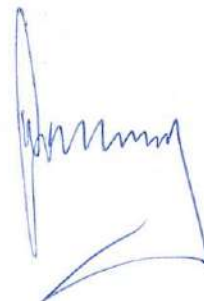
**Constitution of Grievance Compliance Team-**

**For Academic Grievance (Sequence wise)**

- I. Learner Support Team
- II. LMS Manager
- III. Course Coordinator (Specific Course)
- IV. Program Coordinator- (Specific Program)

**For Administrative Grievance (Sequence wise)**

- a. Learner Support Team
- b. Deputy Registrar CDOE
- c. Director CDOE



### Stage-2

If the Learner is dissatisfied with the resolution then he/she may appeal again through online complain form or email and this time the case will be handed over to the Grievance Redressal Committee of Centre for Distance & Online Education headed by Prof.(Dr.) Kailash Agrawal- Convener and the committee will investigate the matter and report back to the Learner. The investigation will be handled in an impartial manner.

### Stage-3

If the Learner still be dissatisfied with the resolution, then he or she may contact to the President office of Vivekananda Global University, Jagatpura, and Jaipur for the further resolution over the grievance.

### President's Office- Complaint Redressal Mechanism

Administrative Matters:

President Office

Vivekananda Global University

Sec-36, NRI Road, VIT Campus, Jagatpura, Jaipur- 303012

**Note- Member secretary of Grievance Redressal Committee will compile the data of grievances handled during one academic year with the help of Grievance Compliance Team and present a report to Chairman of Grievance Redressal Committee for perusal and necessary actions.**

Registrar

VGU