



Don Bosco Institute of Technology

Run by: **Bosco Technical Training Society**

Affiliated to GGSIP University, Delhi

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GRIEVANCE REDRESSAL COMMITTEE (Functions and Procedure)

The Grievance Redressal Committee at *Don Bosco Institute of Technology* deals with the complaints lodged by students, staff, etc. The Grievance Redressal cell is empowered to look into the academic and non-academic matters of students. The grievance cell has been constituted to maintain a responsive, disciplined, accountable, and harmonious atmosphere among students and faculties to ensure the welfare of the students and staff and the academic community of *Don Bosco Institute of Technology, New Delhi*.

Functions

- The committee will address all the complaints promptly and meticulously.
- Periodic report will be submitted to the higher authorities regarding the details of the complaints handled and the pending cases.
- The cell will follow the prescribed procedure for disposal of the complaint.

Procedure for lodging complaint

1. The student/staff can submit the complaint in writing directly to the cell or drop it in the suggestion/complaint box.
2. The complaint will be disposed of within one month from the date of receipt of the complaint.
3. The committee will follow natural justice principles for handling the complaints.
4. The aggrieved student and the opposite party will be given an opportunity to present their case before the committee.
5. All students are free to contact the director and faculty at any time for any advice for solving their grievances.
6. It is clarified that student members shall be a part of the Grievance Redressal Committee while dealing with the grievance/complaint of any student only. It is further clarified that student members shall not be a part of the Grievance Redressal Committee while dealing with grievances/complaints of any faculty, staff, etc.

Director
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