

Complaint procedure

Aim

The complaint procedure is aimed at providing a mechanism for receiving and examining complaints by student against the level of facilities or training provided by the Institution.

Notification of the complaint

- Complaint shall be in writing
- All complaints shall be addressed to the Registrar and shall be made within 30 days of the scheduled end of the course contracted for.
- Complaint forms are with the administration department.

Procedure after receipt of a complaint

- The nature and scale of the complaint will be assessed, for instance, academic or administrative.
- Complaint committee headed by the Registrar would take steps to clarify and define the complaint and may request further information from the student, if necessary.
- In their assessment of the complaint the committee will give particular attention to the attendance record and academic achievements of the complainant.
- The student will be given the chance to make oral presentations in front of the committee.
- The committee will have a period of 7-14 days to notify the student of the outcome of the complaint. One copy of the findings will be sent to the principal.
- If the complainant is not satisfied with the outcome, Welfare officer has the list of external bodies, where the student can lodge his/her complaint