



SIU Grievance Redressal Mechanism for the Institute

	Reporting of Grievance	Whom to Report	Time frame for Disposal	Report to	Check/ Control Point
Step I	Written Grievance by the Student Enter in the Register with inward number and date	Grievance to be submitted to the Deputy Director/Registrar of the Institute	Maximum ten days for decision	If need be report to the Director of the institute	
Step II	Hearing of the Grievance/ Getting to know the problem	If required refer to Grievance Committee/ Disciplinary Committee Hearing and taking decision	If Committee is formed- two days for the committee Maximum of ten days	Committee is to submit report to the Director/ Deputy Director	Director of the Institute to check the Grievance Register every week
Step III	Communicating the decision to the student in writing and getting the signature of the student in office copy within three working days after decision.	The decision of the committee is to be communicated to the Deputy Director/ Registrar of the Institute.	Within five working days	Report to the Director of the Institute	
Step IV	If student is not satisfied he has a right to appeal in writing against the decision of the institute's Grievance Committee.	The appeal can be sent to University Grievance Committee (Grievance redressal form can be filled).	Appeal should be sent by student within five working days of the said decision The decision will be conveyed in ten working days.	The decision will be communicated to the Director of the institute also by the office of the Associate Dean- Student Affairs.	Report to the Hon'ble Vice Chancellor of the University

Note- All constituent Institutes / Departments of Symbiosis International University are requested to maintain Grievance Register.

Department of Student Affairs, SIU