

Bennett University
Centre for Distance and Online Education
(BU-CDOE)

Guidelines for Student Grievance Redressal
Mechanism



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1. **Definitions:**

- a) 'Grievance' may be related to any of the learner's dissatisfaction/not in agreement with any aspect of the BU-CDOE's activities and services
- b) Learners/students or Parents/Guardians shall mean a student enrolled in the current batch of the BU-CDOE or their parents/guardians
- c) In these Regulations wherever 'he' and 'his' occurs, these shall mean to imply 'he/she' and 'his/her' respectively

All complaints are handled with utmost confidentiality and sensitivity. Depending on the nature and seriousness of the grievance, the matter may be escalated to relevant committee members or referred to the University Ombudsperson.

2. **Objectives:**

The Grievance Redressal Cell is established with the objective of promptly and effectively addressing the grievances of students and other stakeholders, thereby fostering institutional harmony and reinforcing the relationship between the students and the institution.

To ensure the establishment and maintenance of an efficient, timely, impartial, and equitable mechanism for grievance resolution, the following shall constitute the key operational principles

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents
- b) To set in place a grievance handling system that is student focused which facilitating the students to express their grievances/problems freely and openly
- c) To ensure that all grievances are resolved in a prompt, impartial, and sensitive manner, with the utmost regard for confidentiality
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized
- e) To ensure that all grievances are addressed through a consistent, fair, and standardized response mechanism
- f) Enabling the students to put in writing their grievances and suggestions for improving the Academics/Administration

3. **Student Grievance Redressal Committee:**

The Student Grievance Redressal Committee (SGRC) sets its attention to the accusations lodged by any student and redresses it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through online student portal only within stipulated time.

4. **Scope:**

The committee shall make speedy disposal of the Grievances received from the students relating to the following matters:

Academic grievances concerning teaching-learning activities, library facilities, and examination processes; financial grievances relating to dues, payments, or fee-related issues; and other grievances pertaining to institutional support services, infrastructure, or procedural delays in issuing academic documents (e.g., duplicate mark sheets, transfer or conduct certificates, and scholarship documentation)

5. Types of Grievances Consideration:

A) Academic grievances

- a) Course-related: Problems with course registration, syllabus content, or receiving course material, e-library functioning, content and quality,
- b) Assignments: Issues with submitting and processing assignments, such as Marked Assignments, plagiarism concern, re submission of assignment, non-submission, project, Issues related to student progress such as assessment and attendance norms/relaxation
- c) Evaluation: Complaints about unfair or non-transparent evaluation processes, name not in the group, formatting and upload documents, progression to next class etc.
- d) Exams and results: Discrepancies in results, withheld results, and issues with online exam eligibility or hall tickets, certificates/gradesheet, degree, registration and examination Related
 - Registration/ re-registration, Student records
 - Mid-semester, End-semester, Supplementary examinations related issues
 - Grading/ results, De-barred / year-back Grievances

B) Non-academic grievances

- a) Admission document related: provisional admission, unverified documents, enrolment number
- b) Administrative: Fees, scholarship, refund, administrative decisions, and general maintenance.
- c) Technical: Issues with online platforms, website functionality, or technical problems during online exams.
- d) Student welfare: Complaints about harassment, discrimination, or unfair treatment by fellow students/ peer groups or support staff
- e) Other facilities: Issues with promised facilities or services that are not being provided.

6. Complaint handling and Grievance Redressal Process:

The procedure: The framework for Grievance Redressal, including the associated evaluation process and stipulated timelines, shall be as follows

6.1 Escalation Matrix:

The BU-CDOE follows a structured four-level escalation matrix to ensure transparency, accountability, and fair redressal.

Students must raise their concern through the student portal only. For submitting their concern to the committee need to login into student portal by using login credentials provided to them after successfully enrolment in the programme.



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Student grievance redressal process is mentioned below as:

Level 1	Level 2	Level 3		Level 4
Student support team	Senior Student support team	Student Grievance Redressal Committee (BU-CDOE)	Student Grievance Redressal Committee (University)	Ombudsman
Upto 2 days	Upto 7 days	Upto 30 days	Upto next 30 days	Upto 60 days

Level 1 – Student Support Team

- Complaints shall be handled through an online complaint handling mechanism through the student portal only.
- Portal shall automatically forward the complaints received to respective concern person/department and have a tracking mechanism enabled in the portal, for monitoring the disposal status of the complaints.
- Students may raise their concern through the **Student Portal** post login steps:

Dashboard → about programme → send a query → new ticket → Select the category and submit

My Tickets

Please fill in the details below to raise a ticket.

Category*

--None--

None

Academics

End Term Exam Assessment

Internal Assessment/Assignments

LMS and Technical Issues

Logistics

Others

Payments

Service Request

Cancel Submit

- Upon submission, a unique Ticket Number and Expected Close Date are generated
- Issues unresolved beyond the Expected Close Date may be escalated
- Response Time: Up to 2 days

Level 2 – Manager/Senior Student Support team

If first level doesn't resolve complaint in stipulated period, then the complainant shall approach the concerned senior of the student support team. The complaint in the portal will be automatically transferred to the concerned office of the student support team who shall intervene and take necessary action for redressal.

- Escalation applicable if the student is not satisfied with Level 1 resolution
- Response Time: Up to 7 days

Level 3 - Student Grievance Redressal Committee (SGRC)

In case of complaint not disposed/resolved in first and second levels, SGRC of BU-CDOE shall take necessary action as per provisions of the UGC (ODL) and Online Regulations and its amendments.

- Students who are not satisfied with the resolution at Level 2 may approach the BU-CDOE SGRC
- If the grievance is not resolved satisfactorily by BU-CDOE SGRC, or if no response is received within a period of 30 days, the student may escalate the matter to the University-level SGRC who will decide the appeal within period of 30 days
- Response Time: Up to 60 days

Level 4 - Ombudsman

- If a grievance remains unresolved after consideration by the SGRC, the student may submit a formal application to the Ombudsman within 30 days of receiving the last communication from the SGRC
- The application must include all relevant supporting documents and clearly mention the student's enrollment ID in the subject line
- The Ombudsman's decision shall be final and binding

7. Safeguarding Confidentiality

- a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of this procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so, requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeals process.

8. Student Support Team

- Contact number Toll Free: 1800-103-8484
- Email: support@bennettonline.com


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