



# CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY

Approved by AICTE, New Delhi | Affiliated to Anna University Chennai



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ADMISSION 2024-25 | CALL: 9092433777

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## We Provide High





## CHRISTIAN COLLEGE OF ENGINEERING AND TECHNOLOGY

ODDANCHATRAM – 624 619

### Mechanisms for Submission of Online/Offline Students' Grievances

**Introduction:** At HEI Christian College of Engineering and Technology (CCET), we prioritize the swift and equitable resolution of student grievances through our robust mechanisms. In line with this commitment, the college has established comprehensive processes for both offline and online submission of students' grievances. This proactive approach ensures that student concerns are promptly and impartially addressed, fostering a conducive learning environment.

#### A Holistic Approach to Grievance Resolution

**Initiation:** Students can lodge a written complaint with either the Grievance Redressal Cell, their HOD, or a designated suggestion box, or online. The complaint should clearly articulate the issue at hand.

**Investigation:** Upon receipt, faculty members will assess the complaint and may conduct an inquiry if necessary, potentially reaching out to the student for additional details.

**Resolution:** Subsequently, efforts will be made to resolve the matter within a week.

**Escalation:** If the student remains dissatisfied, they have the option to escalate the grievance to the principal, who will make the final decision.

**Confidentiality:** Throughout the procedure, confidentiality is upheld, and the college commits to addressing grievances swiftly and impartially. Moreover, the institution periodically reviews its grievance redressal policy to ensure effectiveness and compliance, inviting student input for continual enhancement.

**Timeliness:** The college ensures it deals with student complaints quickly and fairly.

**Review and Improvement:** The College will regularly review the Grievance Redressal Policy to ensure its effectiveness and compliance with relevant regulations. Students are encouraged to provide their feedback on the system through the suggestion boxes or directly to the Grievance Redressal Cell faculty member(s).

**Conclusion:** Through these proactive initiatives and systematic processes, HEI Christian College of Engineering and Technology (CCET) reaffirms its dedication to supporting students and fostering a positive learning environment. By providing accessible and transparent avenues for grievance redressal, the college ensures that every student's voice is heard and valued, contributing to a culture of trust, respect, and accountability within the institution.

#### Additional Information:

- Grievance Form – Online: Stakeholders can access the form available on the website when the 'Grievance' tab is clicked. <https://christianengineering.in/>
- Grievance Form- Offline: Sample shared below

## Grievance Form- Offline

Date of Submission: \_\_\_\_\_

Personal Details:


1. Name:
2. Student Register Number/Enrollment Number:
3. Course/Program:
4. Department/Division:
5. Contact Number:
6. Email Address:

Nature of Grievance: Please select the appropriate category:

1. Ragging
2. Sexual harassment
3. Discrimination (gender, caste, religion, etc.)
4. Other (please specify)

Description of Grievance: Kindly provide a detailed description of your grievance, including dates, incidents, individuals involved, and any supporting evidence or documents. Please be specific and concise.

Action Taken (if any): Have you previously reported this grievance within the institution? If yes, please provide details of actions taken and outcomes, if known.

  
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Oddanchatram - 624 619  
Dindigul District


Preferred Resolution: Please state your desired outcome or resolution for the grievance.

Supporting Documents: If you have any relevant documents or evidence, kindly attach them with this form.

Declaration: I affirm that the information provided above is true and accurate to the best of my knowledge. I understand that any misrepresentation or false information may result in the dismissal of my grievance.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Note: Please submit this completed grievance form to the designated authority or committee handling student grievances or drop it in the designated grievance box at Christian College of Engineering and Technology (CCET).

  
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