

GRIEVANCE REDRESS POLICY PERTAINING TO ONLINE PROGRAMS

1. Introduction

Atlas SkillTech University is committed to fostering a transparent, accountable, and student-centric academic environment.

In alignment with the University Grants Commission (UGC) guidelines on Complaint Handling Mechanism for Higher Educational Institutions offering Online programs, the University has formulated a structured and technology-enabled Student Ticketing and Complaint Handling System to address learner queries, grievances, and concerns efficiently.

2. Objective

The Complaint Handling System reinforces the University's commitment to providing a responsive, fair, and technology-driven support framework that values every learner's voice. Through this initiative, the University strives to ensure:

- Timely redressal of student complaints,
- Transparent resolution processes, and
- Continuous improvement in student services and academic support.

The mechanism is designed to uphold academic integrity, accountability, and learner satisfaction across all programs offered through online and distance education.

3. Grievance Redressal Committee (GRC)

To ensure impartial and effective resolution, the University has constituted a Grievance Redressal Committee (GRC) as per UGC norms.

Function:

The GRC is empowered to receive, investigate, and resolve grievances within the prescribed timelines and to recommend corrective actions where necessary.

4. Complaint Handling Process

The Student Ticketing and Complaint Handling System is an integrated digital platform designed for learners enrolled in Online and ODL programs. It ensures real-time tracking, accountability, and time-bound resolution of student issues.

Step-by-Step Process

1. **Submission:**
Students submit their queries, complaints, or feedback through the online ticketing system available on the University portal.

2. **Acknowledgment:**
The system generates an automated ticket ID for reference and tracking.
3. **Review and Routing:**
Complaints are directed to the relevant department or responsible official for investigation.
4. **Resolution:**
The responsible officer resolves the issue within the stipulated timeframe and updates the status.
5. **Escalation:**
Unresolved or delayed tickets are escalated automatically through defined levels until satisfactory resolution.

5. Key Features

- **24×7 Accessibility:** Students can raise tickets anytime via the University portal.
- **Unique Ticket ID:** Each complaint receives a unique identifier for easy tracking.
- **Department-wise Routing:** Queries are directed to the appropriate department or personnel.
- **Defined Timelines:** Each escalation level adheres to strict response timelines.
- **Automated Escalation:** Unresolved issues move to higher levels of authority automatically.
- **Transparency & Confidentiality:** All cases are handled discreetly and fairly, ensuring privacy of complainants.

6. Modes of Redressal

Grievances may be resolved through:

- Written explanation or clarification,
- Corrective academic or administrative action,
- Counseling and mediation (if required), or
- Escalation to higher authority for further review.

7. Accessing the Portal

Students can access the Complaint Handling System through the “Support Ticket” link on the homepage of the University website.

After logging in with their credentials, learners can:

1. Submit their issue with relevant details and attachments.
2. Receive a system-generated acknowledgment ID.

- Track the real-time progress and resolution status of their complaint.

8. Escalation Matrix

Level	Particulars	Responsibility	Response Time
Level 1	Query raised through the Online Ticketing System	Counsellor / Mentor	Within 48 Hours
Level 2	Mail to Program Coordinator:	Respective Program Coordinators	Within 48 Hours
	<ul style="list-style-type: none"> • For MBA – naresh.kaushik@atlasuniversity.edu.in • For BBA – vinod.nair@atlasuniversity.edu.in 		
Level 3	Mail to Director – CDOE:	Director – CDOE	Within 48 Hours
	deepak.gupta@atlasuniversity.edu.in		

9. Institutional Commitment

Atlas SkillTech University ensures:

- Compliance with UGC directives on Complaint Handling Mechanisms.
- Timely, fair, and impartial redressal of all student grievances.
- Confidentiality in managing student concerns.
- Continuous monitoring and periodic review of grievance trends to enhance services and academic delivery.

10. Grievance Officer

In case a student is not satisfied with the resolution at the levels mentioned above, they may approach the Grievance Officer, for which the contact details shall be available on the Website.

Responsibilities:

- Maintain digital records of all cases (received, resolved, pending).
- Submit quarterly reports to the Vice-Chancellor.
- Publish annual grievance statistics in compliance with UGC guidelines.

11. Appeal Mechanism

If a complainant is not satisfied with the decision of the Grievance Redressal Committee (GRC):

- They may file an appeal to the University Grievance Redressal Committee (UGRC), chaired by the Vice-Chancellor, within 15 days of receiving the decision.

- If still unresolved, the matter may be escalated to the Ombudsperson appointed under UGC (Redressal of Grievances of Students) Regulations, 2023.

12. Confidentiality and Non-Retaliation

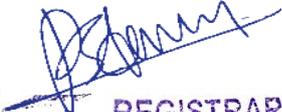
- All grievances are handled with strict confidentiality to protect the complainant's identity.
- Retaliation or discrimination against any individual for filing a grievance is strictly prohibited and shall result in disciplinary action.

13. Continuous Improvement

The University periodically reviews the functioning of the Complaint Handling System to ensure effectiveness, learner satisfaction, and adherence to evolving UGC and institutional quality standards. In case of any new updates in above process; the same would be communicated to all students in advance and published on University website.

Periodic Review:

The Online Education Policy shall be reviewed annually or as and when required to incorporate the updates from UGC Regulations or any directions issued by any other statutory authorities.


REGISTRAR
ATLAS SKILLTECH UNIVERSITY

