



Bharath
INSTITUTE OF HIGHER EDUCATION AND RESEARCH
(Declared as Deemed - to - be - University under section 3 of UGC Act 1956)

Open Distance Learning Centre

Grievance Redressal Mechanism

The following Grievance Redressal Committee in the Open Distance Learning Centre, Bharath Institute of Higher Education & Research has been constituted to redress the grievances and concerns of students enrolled in ODL mode:

1. Dr. S. Praveen Kumar	Director
2. Dr. Magdalene Peter	Convenor
3. Dr. V. Subhamathi	Member
4. Dr A Muthukumaravel	Member
5. Dr A Geetha	Member

Following protocols are adopted by the committee to redress the grievances of our students and learners:

1. Students can file their complaint at praveenkumar.mba@bharathuniv.ac.in as the first step to mark their concern.
2. The grievance cell takes up the complaint by constituting a meeting with necessary members and investigates into the issue thoroughly by a formal inquiry session.
3. After assimilating the background information and required proofs, the Committee suggests various measures to take action based on the complaint given.
4. On consensus, the Committee decides the suitable course of action and advises the program coordinator to address the concern with the proposed action; and resolve the grievances within a span of three weeks as early as possible.
5. The Committee's Director shall be responsible for monitoring the progress of grievances and track the course of grievance initiated. The Director shall strive for timely disposal of grievances.
6. The convenor of committee responds in writing through offline or online mode stating the reasons for implementing a suitable decision for the grievance registered, course of action taken thereon to address the complaint.

