

Federal Institute of Science and Technology (FISAT)[®]



Policy on Grievance Redressal of Students



Hormis Nagar, Mookkannoor P.O.
Angamaly -683577, Kerala, India
An ISO9001:2015 Certified Institution
Accredited by NBA (CSE, EEE, ECE, EIE, ME)
& NAAC with 'A' Grade



Focus on Excellence

FEDERAL INSTITUTE OF SCIENCE AND TECHNOLOGY (FISAT)[®]

Policy on Grievance Redressal of Students

The Federal Institute of Science and Technology (FISAT) aims to establish and maintain a positive, unbiased, and supportive environment for its stakeholders. Therefore, the institution attends to the grievances and complaints registered by anyone about the activities of the institution, and in particular, those made by students. To resolve the students' grievances, FISAT has established a Students Grievance Redressal Cell. The Students Grievance Redressal Cell ensures effective solutions to the grievances of students using a fair approach. The Grievance Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure following the rules and regulations of the institution. The Cell meets periodically, examines the grievances' nature and pattern, and redresses it accordingly.

The function of the Cell is to look into the grievances lodged by any student, judge their merit, and take appropriate actions for redressal. Anyone with a grievance may approach any member of the grievance redressal cell or any department faculty member. The complaint can be in writing or oral. The grievances shall be redressed depending on the nature of the grievance. The mentor and Head of the Department may redress grievances that can be addressed at the department level. Other interdepartmental or institutional grievances may be referred to the Grievance Redressal Cell for appropriate action. A final settlement of any grievance within a reasonable period (usually not exceeding one month) shall be made. The Cell also investigates the reasons for the grievance and recommends corrective action for non-recurrence of such grievances in the future.

Priority is given according to the urgency of the complaint. Mechanisms are in place to attend to the grievances concerning women's harassment and ragging.

The Grievance Redressal Cell for students shall comprise of senior Professors and senior faculty members nominated by the Principal or as specified by the University.



Mand

PRINCIPAL
FEDERAL INSTITUTE OF
SCIENCE AND TECHNOLOGY (FISAT)
ANGAMALY, KERALA - 683 577