

HANDLING COMPLAINTS OF STUDENTS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Students

Requirements: Written Complaint

Processing Time: 2 hours

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORMS |
|---------------------------|---|--|---------------------------------|------------|---------------------------|---|
| 1 | Submits written complaint and signs the logbook | Accepts written complaint | 3 minutes | None | Staff | Written Complaint, Logbook |
| 2 | | Reads and evaluates the issue | 30 minutes | None | Counselor | Written Complaint |
| 3 | | Issues a call slip to the concerned student/s | 5 minutes | None | Counselor | Call Slip |
| 4 | Participates/ Responds to queries | Conducts investigation / counseling Convince both parties to settle amicably. Issues the Amicable Settlement Form if both parties decide to settle amicably, otherwise an Endorsement Letter is prepared and submitted to the committee on investigation for further study. | 1.5 hours | None | Counselor | Amicable Settlement Form / Endorsement letter |
| END OF TRANSACTION | | | | | | |