



NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

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COMPLAINTS HANDLING MECHANISM

All accredited Institutions must have in place an explicit and fair complaints procedure to which students, their parents/guardians or other representatives have access, and this procedure should be exhausted before a complaint is referred to NAAC.

If a student or their representative has completed the institution's own complaints procedure but has still not achieved a satisfactory resolution, he should submit the following to NAAC:

- A detailed letter of complaint, including a full description of the cause for complaint and the circumstances in which it arose
- A signed statement authorizing NAAC to investigate the complaint and to raise the matter with the Institution on their behalf.
- Copies of all supporting documentation relating to the complaint.
- NAAC staff will seek to resolve all complaints received against accredited Institutions to the mutual satisfaction of the complainant and the Institution, with the exception of complaints which appear to relate to offences more appropriately referred to a statutory authority.

5. What NAAC will do?

If NAAC receives a complaint from a student or their representative against an accredited Institution, the following procedure applies:

- The details of the complaint will be recorded by NAAC staff.
- The institution concerned will be informed of the nature of the complaint and asked to investigate its cause
- The institution will be required to submit a written response within 10 working days detailing the outcome of its investigation and, where appropriate, proposing a course of action to resolve the matter
- NAAC will inform the complainant of the outcome of the institution's investigation and any proposed course of action
- A detailed report will also be made to the Appeals / Executive Committee if more than three complaints against any one institution are received within one year.