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# ***STUDENT GRIEVANCE***

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**ZENITH SCHOOL OF MANAGEMENT**

**ZENITH GROUP OF INSTITUTIONS**

*Campus: NH-5, Pitapalli, Bhubaneswar, Odisha*

## **Student Grievance**

Zenith School of Management (ZSOM) has established a mechanism for its students to share their grievances which are required to be handled at the appropriate level.

Three levels Grievance Redressal Committee have been formed to handle such grievances and the details are furnished below:

### **LEVEL I**

Any aggrieved student can submit his/her grievance in writing to the Zenith School of Management (ZSOM) office of the Principal which will be taken up by the School Grievance Redressal Committee within five working days.

The composition of the Zenith School of Management (ZSOM) Grievance Redressal Committee (ZSOMGRC) will be as follows

#### **Principal**

- Head of concerned Department/or a senior members of faculty
- One female faculty member nominated by the Principal
- In case the student is not satisfied with the decision of ZSOMGRC, he/she may go in appeal to Level II.

### **LEVEL II**

An appeal may be submitted to the office of the Director of Zenith Group of Institutions along with the copy of the decision of ZSOMGRC for review/reconsideration within seven working days from the date of the decision at Level I.

The composition of the ZSOM Grievance Redressal Committee (ZSOMGRC) will be as follows

- Director
- Proctor
- Two Senior Faculty Members nominated by the Principal
- One Female Faculty Members nominated by the Principal

### **LEVEL III**

In case the Student is not satisfied with the decision of the ZSOMGRC, he/she may submit a request to the Office of the Chairman, Zenith Group of Institutions for review as a final appeal.

The Decision of the Chairman, Zenith Group of Institutions shall be the final.