

PAAVAI ENGINEERING COLLEGE

(Autonomous Institution)

(Approved by AICTE and Affiliated to Anna University)

(Accredited by National Board of Accreditation, New Delhi & NAAC (UGC) with 'A' Grade)

Paavai Nagar, NH - 7, PACHAL, NAMAKKAL - 637 018. Tamil Nadu

☎ 04286-243038, 58,88 & 98 Fax: 04286-243068 Email: pecprincipal@paavai.edu.in website: http://pec.paavai.edu.in

Date: 09.06.2025

General Facilities Grievance Handling Policy (Based on Student Feedback Forms)

1. Feedback on general facilities is collected through online mode.
2. The collected feedback is analyzed, and necessary corrections are identified and recorded.
3. The issues are then brought to the notice of the concerned authorities/departments through the Principal.
4. Timely Resolution: The institution ensures that complaints identified through feedback are addressed within a reasonable time frame.
5. Resolution Timeline: All complaints recorded in the complaint register shall be resolved within 15 days of registration and the concerned student shall be informed about the action taken.
6. Action Taken Recording: All corrective actions taken to resolve grievances are recorded in the complaint register for accountability.
7. Continuous Improvement: Feedback-based grievances are analyzed to improve institutional facilities and enhance student satisfaction.
8. Periodic Evaluation: The institution periodically evaluates grievance resolution effectiveness to ensure continuous improvement of campus facilities.



PRINCIPAL

PRINCIPAL
PAAVAI ENGINEERING COLLEGE
NH-7, PACHAL Post, NAMAKKAL Dist