

## **International Institute of Business Study (IIBS)**

### **Grievance Cell Annual Action Report**

**June 2023 - June 2024**

This report details the various complaints received by the Grievance Cell from June 2023 to June 2024 and the actions taken by the respective committees to address and resolve these issues. The Grievance Cell is dedicated to ensuring a responsive and accountable system for handling student concerns.

#### **1. Complaint: Inadequate Sports Equipment**

**Date Received:** June 15, 2023

**Complainant:** Pranjal Gupta

**Directed to:** Student Welfare Committee

**Details:** Students reported a lack of adequate sports equipment for various activities.

##### **Action Taken:**

- **Student Welfare Committee Meeting Date:** June 20, 2023
- **Actions:**
  - Conducted an inventory check and identified missing or damaged equipment.
  - Procured new sports equipment based on student needs.
  - Scheduled regular maintenance and checks.
- **Follow-up:** Positive feedback received in July 2023, with improved participation in sports activities.

#### **2. Complaint: Unreliable Campus Shuttle Service**

**Date Received:** July 10, 2023

**Complainant:** Mavireddy Bhavana

**Directed to:** Administration Committee

**Details:** Students experienced frequent delays and inconsistencies in the campus shuttle service.

##### **Action Taken:**

- **Administration Committee Meeting Date:** July 12, 2023
- **Actions:**
  - Revised the shuttle schedule to ensure timely service.
  - Hired additional drivers to cover peak hours.
  - Implemented a tracking system for shuttles.
- **Follow-up:** Service reliability improved significantly by August 2023.

### 3. Complaint: High Prices in Campus Store

**Date Received:** August 5, 2023

**Complainant:** Sagnik Ghosh

**Directed to:** Hostel Committee

**Details:** Complaints about high prices for essential items in the campus store.

#### **Action Taken:**

- **Hostel Committee Meeting Date:** August 7, 2023
- **Actions:**
  - Conducted a price comparison with local stores.
  - Negotiated with suppliers for better rates.
  - Introduced a feedback system to monitor price fairness.
- **Follow-up:** Prices adjusted and student satisfaction improved by September 2023.

### 4. Complaint: Insufficient Academic Resources

**Date Received:** September 15, 2023

**Complainant:** Komal Sharma

**Directed to:** Academic Committee

**Details:** Students reported a shortage of academic resources, including textbooks and reference materials.

#### **Action Taken:**

- **Academic Committee Meeting Date:** September 20, 2023
- **Actions:**
  - Expanded the library's collection of textbooks and reference materials.
  - Collaborated with publishers for discounts on books.
  - Introduced an e-library for online access to academic resources.
- **Follow-up:** Positive student feedback received in October 2023.

### 5. Complaint: Poor Cafeteria Hygiene

**Date Received:** October 10, 2023

**Complainant:** Group of Students

**Directed to:** Hostel Committee

**Details:** Students expressed concerns about the cleanliness and hygiene standards of the cafeteria.

**Action Taken:**

- **Hostel Committee Meeting Date:** October 15, 2023
- **Actions:**
  - Increased the frequency of cleanliness inspections.
  - Implemented stricter hygiene protocols.
  - Conducted training sessions for cafeteria staff on food safety.
- **Follow-up:** Improved hygiene standards reported in November 2023.

**6. Complaint: Inconsistent Grading Practices**

**Date Received:** November 5, 2023

**Complainant:** Abhishek Kumar Jha

**Directed to:** Examination Committee

**Details:** Students reported inconsistencies in grading practices across different courses.

**Action Taken:**

- **Examination Committee Meeting Date:** November 7, 2023
- **Actions:**
  - Standardized grading criteria across all departments.
  - Conducted training for faculty on consistent grading practices.
  - Established a review system for grades.
- **Follow-up:** Grading practices standardized and transparency improved by December 2023.

**7. Complaint: Limited Career Services**

**Date Received:** December 10, 2023

**Complainant:** Group of Students

**Directed to:** Placement & Corporate Relations Committee

**Details:** Students felt that career services, including job placements and internships, were insufficient.

**Action Taken:**

- **Placement Committee Meeting Date:** December 15, 2023
- **Actions:**
  - Expanded partnerships with industry and corporate organizations.
  - Organized career fairs and networking events.
  - Increased the number of workshops on resume writing and interview skills.

- **Follow-up:** Enhanced career services received positive feedback by January 2024.

#### **8. Complaint: Lack of Student Counseling Services**

**Date Received:** January 20, 2024

**Complainant:** Yemireddy Anusha Reddy

**Directed to:** Student Welfare Committee

**Details:** Students reported a lack of adequate mental health and counseling services on campus.

##### **Action Taken:**

- **Student Welfare Committee Meeting Date:** January 25, 2024
- **Actions:**
  - Hired additional counselors for student support.
  - Established a confidential counseling center.
  - Conducted awareness programs on mental health.
- **Follow-up:** Counseling services utilization increased and student feedback positive by February 2024.

#### **9. Complaint: Outdated Computer Labs**

**Date Received:** February 15, 2024

**Complainant:** Group of Students

**Directed to:** IT Committee

**Details:** Students complained about outdated hardware and software in computer labs, affecting their coursework.

##### **Action Taken:**

- **IT Committee Meeting Date:** February 20, 2024
- **Actions:**
  - Upgraded computers with the latest hardware and software.
  - Installed new software relevant to current academic programs.
  - Scheduled regular updates and maintenance checks.
- **Follow-up:** Lab resources improved, leading to better student experiences reported in March 2024.

#### **Conclusion**

The Grievance Cell at the International Institute of Business Study remains dedicated to addressing and resolving student complaints efficiently. The proactive measures taken by various committees

have significantly improved campus life and academic services, ensuring that the institution upholds high standards of education and student welfare.

**Dr Tripuraneni Jaggaiah**

**Director**

**IIBS**

## **International Institute of Business Study (IIBS)**

### **Grievance Cell Annual Action Report**

**June 2022 - June 2023**

This report outlines the various complaints received by the Grievance Cell from June 2022 to June 2023. It also includes the actions taken by the respective committees to address and resolve these complaints. The Grievance Cell aims to maintain transparency, accountability, and responsiveness in handling student concerns.

#### **1. Complaint: Overcrowded Library**

**Date Received:** June 15, 2022

**Complainant:** Group of Students

**Directed to:** Library Committee

**Details:** Students reported that the library was often overcrowded, making it difficult to find study spaces.

##### **Action Taken:**

- **Library Committee Meeting Date:** June 20, 2022
- **Actions:**
  - Expanded library hours to include early mornings and late evenings.
  - Created additional study spaces by reorganizing the layout.
  - Implemented a booking system for study rooms.
- **Follow-up:** Conducted a survey in July 2022, showing improved student satisfaction.

#### **2. Complaint: Poor Hostel Wi-Fi**

**Date Received:** July 10, 2022

**Complainant:** Yemireddy Anusha Reddy

**Directed to:** IT Committee

**Details:** Students experienced frequent disconnections and slow speeds in hostel Wi-Fi.

##### **Action Taken:**

- **IT Committee Meeting Date:** July 12, 2022
- **Actions:**
  - Upgraded the Wi-Fi infrastructure with more powerful routers.
  - Added additional access points to cover blind spots.
  - Set up a dedicated helpdesk for Wi-Fi issues.
- **Follow-up:** Monitored network performance, with significant improvements noted by August 2022.

### **3. Complaint: Insufficient Lab Equipment**

**Date Received:** August 5, 2022

**Complainant:** Adurty Meghana

**Directed to:** Academic Committee

**Details:** Lab sessions were disrupted due to a lack of sufficient equipment.

**Action Taken:**

- **Academic Committee Meeting Date:** August 7, 2022
- **Actions:**
  - Conducted an inventory of lab equipment.
  - Procured additional equipment to meet the demands.
  - Scheduled maintenance checks to ensure equipment functionality.
- **Follow-up:** Feedback from lab sessions in September 2022 indicated smoother operations.

### **4. Complaint: Unhygienic Hostel Bathrooms**

**Date Received:** September 15, 2022

**Complainant:** Group of Students

**Directed to:** Hostel Committee

**Details:** Complaints about the cleanliness and maintenance of hostel bathrooms.

**Action Taken:**

- **Hostel Committee Meeting Date:** September 20, 2022
- **Actions:**
  - Increased the frequency of cleaning.
  - Hired additional housekeeping staff.
  - Conducted regular inspections to ensure cleanliness.
- **Follow-up:** Positive feedback received in October 2022,

### **5. Complaint: Lack of Extracurricular Activities**

**Date Received:** October 10, 2022

**Complainant:** Pravallika Kurapati

**Directed to:** Student Welfare Committee

**Details:** Students expressed the need for more extracurricular activities and clubs.

**Action Taken:**

- **Student Welfare Committee Meeting Date:** October 15, 2022
- **Actions:**
  - Launched new student clubs and activity groups.
  - Organized monthly events and competitions.
  - Allocated budget for extracurricular activities.
- **Follow-up:** Increased student participation reported in November 2022.

#### 6. Complaint: Noise Disturbance in Hostels

**Date Received:** November 5, 2022

**Complainant:** Group of Students

**Directed to:** Disciplinary Committee

**Details:** Students reported excessive noise in hostels during study hours.

##### **Action Taken:**

- **Disciplinary Committee Meeting Date:** November 7, 2022
- **Actions:**
  - Implemented quiet hours during study periods.
  - Issued warnings to frequent violators.
  - Conducted awareness sessions about hostel conduct.
- **Follow-up:** Reduction in noise complaints by December 2022.

#### 7. Complaint: Cafeteria Menu and Prices

**Date Received:** December 10, 2022

**Complainant:** Saurabh Kumar Singh

**Directed to:** Hostel Committee

**Details:** Concerns about the limited menu options and high prices in the cafeteria.

##### **Action Taken:**

- **Hostel Committee Meeting Date:** December 15, 2022
- **Actions:**
  - Introduced a more diverse menu with affordable options.
  - Negotiated with vendors to reduce prices.
  - Set up a feedback system for continuous improvement.
- **Follow-up:** Positive feedback from students in January 2023.

#### 8. Complaint: Delay in Exam Results

**Date Received:** January 20, 2023



**Complainant:** Parth Budhia  
**Directed to:** Examination Committee

**Details:** Students complained about delays in the publication of exam results.

**Action Taken:**

- **Examination Committee Meeting Date:** January 25, 2023
- **Actions:**
  - Streamlined the result processing system.
  - Implemented strict timelines for result declaration.
  - Improved coordination among examiners and administrative staff.
- **Follow-up:** Results for the next exams were released on time in March 2023.

**9. Complaint: Lack of Career Counseling**

**Date Received:** February 15, 2023  
**Complainant:** Group of Students  
**Directed to:** Placement & Corporate Relations Committee

**Details:** Students felt there was insufficient career counseling and guidance.

**Action Taken:**

- **Placement Committee Meeting Date:** February 20, 2023
- **Actions:**
  - Hired additional career counselors.
  - Organized career guidance workshops and seminars.
  - Established one-on-one counseling sessions.
- **Follow-up:** Enhanced career counseling services appreciated by students in March 2023.

**10. Complaint: Access to Library Resources Online**

**Date Received:** March 5, 2023  
**Complainant:** Hemalinea R  
**Directed to:** IT Committee

**Details:** Students reported difficulties accessing online library resources.

**Action Taken:**

- **IT Committee Meeting Date:** March 7, 2023
- **Actions:**
  - Upgraded the library's digital platform.
  - Increased bandwidth for better access.

## **Grievance Cell Annual Action Report**

**June 2021 - June 2022**

This report outlines the various complaints received by the Grievance Cell from June 2021 to June 2022. It also includes the actions taken by the respective committees to address and resolve these complaints. The Grievance Cell aims to maintain transparency, accountability, and responsiveness in handling student concerns.

### **1. Complaint: Mess Food Quality**

**Date Received:** July 15, 2021

**Complainant:** Group of Students

**Directed to:** Hostel Committee

**Details:** Students reported dissatisfaction with the quality of food served in the mess. Complaints included stale food, lack of variety, and unhygienic conditions.

#### **Action Taken:**

- **Hostel Committee Meeting Date:** July 20, 2021
- **Actions:**
  - Conducted an inspection of the mess facilities.
  - Engaged with the mess contractor to discuss the issues raised.
  - Implemented a new menu with more variety and ensured better quality control.
  - Scheduled regular checks for hygiene standards.
- **Follow-up:** Conducted a student satisfaction survey in August 2021, showing improved feedback.

### **2. Complaint: Internet Connectivity Issues**

**Date Received:** August 10, 2021

**Complainant:** Vissamsetty Venkata Dhana Lakshmi

**Directed to:** IT Committee

**Details:** Complaints about frequent internet outages and slow connectivity affecting academic activities.

#### **Action Taken:**

- **IT Committee Meeting Date:** August 12, 2021
- **Actions:**
  - Assessed the existing network infrastructure.
  - Upgraded the bandwidth and installed additional routers.

- Created a troubleshooting guide and established a helpline for immediate support.
- **Follow-up:** Monitored internet usage and connectivity, reported improvements in September 2021.

### **3. Complaint: Library Resource Availability**

**Date Received:** October 5, 2021

**Complainant:** Parth Budhia

**Directed to:** Library Committee

**Details:** Students reported the unavailability of essential textbooks and reference materials.

#### **Action Taken:**

- **Library Committee Meeting Date:** October 10, 2021
- **Actions:**
  - Conducted a survey to identify the most needed resources.
  - Procured additional copies of high-demand books and updated the digital library.
  - Extended library hours during exam periods.
- **Follow-up:** Increased student satisfaction reported in November 2021.

### **4. Complaint: Placement Opportunities**

**Date Received:** January 20, 2022

**Complainant:** Group of Students

**Directed to:** Placement & Corporate Relations Committee

**Details:** Concerns regarding the limited number of companies visiting the campus for placements and lack of diverse job opportunities.

#### **Action Taken:**

- **Placement Committee Meeting Date:** January 25, 2022
- **Actions:**
  - Engaged with a broader range of companies across different sectors.
  - Organized career fairs and networking events.
  - Provided additional training and workshops on resume building and interview skills.
- **Follow-up:** Notable increase in the number of companies participating in the placement drive in April 2022.

## **5. Complaint: Cleanliness and Maintenance in Hostel**

**Date Received:** March 10, 2022

**Complainant:** Hemalinea R

**Directed to:** Administration Committee

**Details:** Complaints about the cleanliness of hostel rooms and common areas, including unclean bathrooms and pest issues.

### **Action Taken:**

- **Administration Committee Meeting Date:** March 15, 2022
- **Actions:**
  - Hired additional housekeeping staff and increased the frequency of cleaning.
  - Conducted pest control measures.
  - Established a maintenance request system for timely repairs and upkeep.
- **Follow-up:** Conducted inspections and received positive feedback from students in April 2022.

The Grievance Cell at IIBS remains committed to addressing student complaints promptly and effectively. The coordinated efforts of various committees have led to significant improvements in campus facilities and student satisfaction. Continuous feedback and periodic reviews ensure that the institution maintains high standards of academic and administrative services.

**Dr. Jay Prakash**

Chairman

International Institute of Business Study (IIBS)

International Institute of Business Study (IIBS)

Complaint Form

Personal Information:

- Name: Praojal
- Student/Employee ID:
- Department: PGDM
- Designation (if applicable): student
- Contact Number: 9921140131
- Email Address:

Committee to Address the Complaint: (Please check the relevant committee)

- Disciplinary Committee
- Student Welfare Committee
- Student Grievance and Complaints Committee
- SC/ST Committee
- Anti-Sexual Harassment Committee
- Women's Grievances Redressal Cell
- Other (Please specify): student welfare

Complaint Details:

- Nature of Complaint:
  - Work Environment
  - Interpersonal Issues
  - Discrimination
  - Harassment
  - Workload
  - Pay/Benefits
  - Policy Issues
  - Promotion/Advancement
  - Academic Issues
  - Other (Please specify): lack of adequate sport equipment
- Date of Incident: 15/06/23
- Time of Incident (if applicable):
- Location of Incident:

International Institute of Business Study (IIBS)

Complaint Form

Personal Information:

- Name: Group of PGDM Students
- Student/Employee ID:
- Department: PGDM
- Designation (if applicable):
- Contact Number: 76943-49628, 99416-86994, 78530-11048
- Email Address:

Committee to Address the Complaint: (Please check the relevant committee)

- Disciplinary Committee
- Student Welfare Committee
- Student Grievance and Complaints Committee
- SC/ST Committee
- Anti-Sexual Harassment Committee
- Women's Grievances Redressal Cell
- Other (Please specify): Hostel

Complaint Details:

- **Nature of Complaint:**
  - Work Environment
  - Interpersonal Issues
  - Discrimination
  - Harassment
  - Workload
  - Pay/Benefits
  - Policy Issues
  - Promotion/Advancement
  - Academic Issues
  - Other (Please specify): No cleaning in the cafeteria.
- **Date of Incident:**
- **Time of Incident (if applicable):** October, 10, 2023.
- **Location of Incident:**

**Detailed Description of Complaint:** (Please provide a detailed description of the issue, including any relevant facts, dates, and individuals involved. Attach additional sheets if necessary.)

Cleaning of apteria was not done

**Attempts to Resolve:** (Please describe any steps you have taken to resolve this issue, including any discussions with supervisors, faculty, or colleagues.)

Complaint shared with principal and warden

**Desired Outcome:** (Please specify what resolution or action you are seeking to address your complaint.)

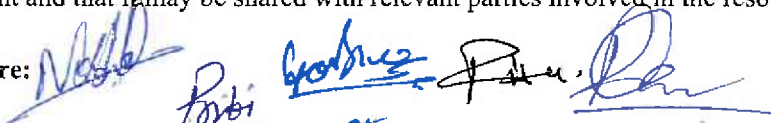
Satisfied with the cleaning

**Supporting Documents:** (Please list and attach any documents that support your complaint, such as emails, letters, or reports.)

**Declaration:**

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the information provided will be used for the purpose of addressing my complaint and that it may be shared with relevant parties involved in the resolution process.

Signature:

  
Date: Forbi Atante

Date:

**For Office Use Only:**

- **Received By:**
- **Date Received:**
- **Complaint Reference Number:**

**Actions Taken:**

- **Initial Review Date:**
- **Action/Recommendation:**
- **Follow-Up Date:**
- **Final Resolution:**
- **Resolution Date:**

**Comments:**

**Committee Review:**

- **Reviewed By:**
- **Review Date:**
- **Outcome:**

Please submit this form to the HR Department, Student Services, or the designated grievance officer. Your complaint will be handled confidentially and in accordance with IIBS policies and procedures.



International Institute of Business Study (IIBS)

Complaint Form

Personal Information:

- Name: Sagnik Ghosh
- Student/Employee ID:
- Department: Admin
- Designation (if applicable): Student
- Contact Number: 78521-38692
- Email Address:

Committee to Address the Complaint: (Please check the relevant committee)

- Disciplinary Committee
- Student Welfare Committee
- Student Grievance and Complaints Committee
- SC/ST Committee
- Anti-Sexual Harassment Committee
- Women's Grievances Redressal Cell
- Other (Please specify): Hostel Committee

Complaint Details:

- Nature of Complaint:
  - Work Environment
  - Interpersonal Issues
  - Discrimination
  - Harassment
  - Workload
  - Pay/Benefits
  - Policy Issues
  - Promotion/Advancement
  - Academic Issues
  - Other (Please specify): Cost too much in hostel
- Date of Incident:
- Time of Incident (if applicable):
- Location of Incident: Dugbt 05/2023

**Detailed Description of Complaint:** *(Please provide a detailed description of the issue, including any relevant facts, dates, and individuals involved. Attach additional sheets if necessary.)*

Too much high rates.

**Attempts to Resolve:** *(Please describe any steps you have taken to resolve this issue, including any discussions with supervisors, faculty, or colleagues.)*

Came to admin sig

**Desired Outcome:** *(Please specify what resolution or action you are seeking to address your complaint.)*

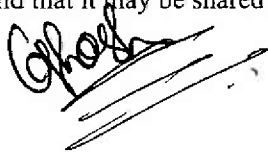
Satisfied

**Supporting Documents:** *(Please list and attach any documents that support your complaint, such as emails, letters, or reports.)*

**Declaration:**

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the information provided will be used for the purpose of addressing my complaint and that it may be shared with relevant parties involved in the resolution process.

Signature:

A handwritten signature in black ink, appearing to be 'Chosh', written over several horizontal lines.

Date:

**For Office Use Only:**

- **Received By:**
- **Date Received:**
- **Complaint Reference Number:**

**Actions Taken:**

- **Initial Review Date:**
- **Action/Recommendation:**
- **Follow-Up Date:**
- **Final Resolution:**
- **Resolution Date:**

**Comments:**

**Committee Review:**

- **Reviewed By:**
- **Review Date:**
- **Outcome:**

Please submit this form to the HR Department, Student Services, or the designated grievance officer. Your complaint will be handled confidentially and in accordance with IIBS policies and procedures.

International Institute of Business Study (IIBS)

Complaint Form

Personal Information:

- Name: Navireddy Bhavana
- Student/Employee ID:
- Department: PGDM
- Designation (if applicable): Student
- Contact Number: 86770-46881
- Email Address:

Committee to Address the Complaint: (Please check the relevant committee)

- Disciplinary Committee
- Student Welfare Committee
- Student Grievance and Complaints Committee
- SC/ST Committee
- Anti-Sexual Harassment Committee
- Women's Grievances Redressal Cell
- Other (Please specify): Administration

Complaint Details:

- **Nature of Complaint:**
  - Work Environment
  - Interpersonal Issues
  - Discrimination
  - Harassment
  - Workload
  - Pay/Benefits
  - Policy Issues
  - Promotion/Advancement
  - Academic Issues
  - Other (Please specify): Unreliable Shuttle Service
- **Date of Incident:** 10-07-2023
- **Time of Incident (if applicable):**
- **Location of Incident:**

**Detailed Description of Complaint:** (Please provide a detailed description of the issue, including any relevant facts, dates, and individuals involved. Attach additional sheets if necessary.)

Shuttle service is not available.

**Attempts to Resolve:** (Please describe any steps you have taken to resolve this issue, including any discussions with supervisors, faculty, or colleagues.)

I went to the authorities they are taking care.

**Desired Outcome:** (Please specify what resolution or action you are seeking to address your complaint.)

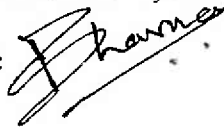
Buses from college

**Supporting Documents:** (Please list and attach any documents that support your complaint, such as emails, letters, or reports.)

**Declaration:**

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the information provided will be used for the purpose of addressing my complaint and that it may be shared with relevant parties involved in the resolution process.

Signature:



Date:

**For Office Use Only:**

- **Received By:**
- **Date Received:**
- **Complaint Reference Number:**

**Actions Taken:**

- **Initial Review Date:**
- **Action/Recommendation:**
- **Follow-Up Date:**
- **Final Resolution:**
- **Resolution Date:**

**Comments:**

**Committee Review:**

- **Reviewed By:**
- **Review Date:**
- **Outcome:**

Please submit this form to the HR Department, Student Services, or the designated grievance officer. Your complaint will be handled confidentially and in accordance with IIBS policies and procedures.

**International Institute of Business Study (IIBS)**

**Complaint Form**

**Personal Information:**

- Name: Komal Sharma
- Student/Employee ID:
- Department: Academic.
- Designation (if applicable): Student
- Contact Number: 9869-5321.
- Email Address:

**Committee to Address the Complaint:** *(Please check the relevant committee)*

- Disciplinary Committee
- Student Welfare Committee
- Student Grievance and Complaints Committee
- SC/ST Committee
- Anti-Sexual Harassment Committee
- Women's Grievances Redressal Cell
- Other (Please specify): Academic committee.

**Complaint Details:**

- **Nature of Complaint:**
  - Work Environment
  - Interpersonal Issues
  - Discrimination
  - Harassment
  - Workload
  - Pay/Benefits
  - Policy Issues
  - Promotion/Advancement
  - Academic Issues
  - Other (Please specify): Reference books not available.
- **Date of Incident:**
- **Time of Incident (if applicable):**
- **Location of Incident:**

**Detailed Description of Complaint:** *(Please provide a detailed description of the issue, including any relevant facts, dates, and individuals involved. Attach additional sheets if necessary.)*

Textbooks and reference books are not available  
only a few are there.

**Attempts to Resolve:** *(Please describe any steps you have taken to resolve this issue, including any discussions with supervisors, faculty, or colleagues.)*

Information with the director and Co-ordinator.

**Desired Outcome:** *(Please specify what resolution or action you are seeking to address your complaint.)*

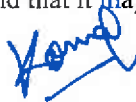
Available in the library along with that  
E-books were there too.

**Supporting Documents:** *(Please list and attach any documents that support your complaint, such as emails, letters, or reports.)*

**Declaration:**

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the information provided will be used for the purpose of addressing my complaint and that it may be shared with relevant parties involved in the resolution process.

Signature:



Date:



**For Office Use Only:**

- **Received By:**
- **Date Received:**
- **Complaint Reference Number:**

**Actions Taken:**

- **Initial Review Date:**
- **Action/Recommendation:**
- **Follow-Up Date:**
- **Final Resolution:**
- **Resolution Date:**

**Comments:**

**Committee Review:**

- **Reviewed By:**
- **Review Date:**
- **Outcome:**

Please submit this form to the HR Department, Student Services, or the designated grievance officer. Your complaint will be handled confidentially and in accordance with IIBS policies and procedures.