



REGENT EDUCATION & RESEARCH FOUNDATION

The Institute pays out most attention to the students' grievance. To ensure a smooth and effective learning experience for all students, College Grievance Redressal Cell (CGRC) is formed to redress their issues. Students can register their grievance through both online and offline methods as mentioned below:

Online Route

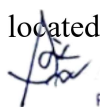
1. **Online Grievance Portal:** Online Grievance Portal can be located at the institute website <https://www.rerf.in/grievances> where students can submit their issues.
2. **Email:** Students can send their grievances via email to grievance@regent.ac.in. This method allows for a detailed explanation of the issue and can be accompanied by relevant attachments.

The screenshot shows a web browser window with the URL [rerf.in/grievances](https://www.rerf.in/grievances). The page title is "Grievance Appeal Form". The form contains the following fields:

- Are You: Student (dropdown menu)
- Institute: Choose... (dropdown menu)
- Course: Choose... (dropdown menu)
- Department: Choose... (dropdown menu)
- Status of the Student: Choose... (dropdown menu)
- Student Name: Text input field
- Email: Text input field
- Phone: Text input field
- Outline of the complaint: Large text area
- Check me out: checkbox
- Send! button

Offline Route

3. **Physical Grievance Boxes:** For offline students, physical grievance boxes are located near the administration office.


Principal
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4. Faculty Advisors: Students can contact with Ms. Trina Bhattacharya, Grievance Redressal Officer, RERF Group of Institutions to register their complaint.

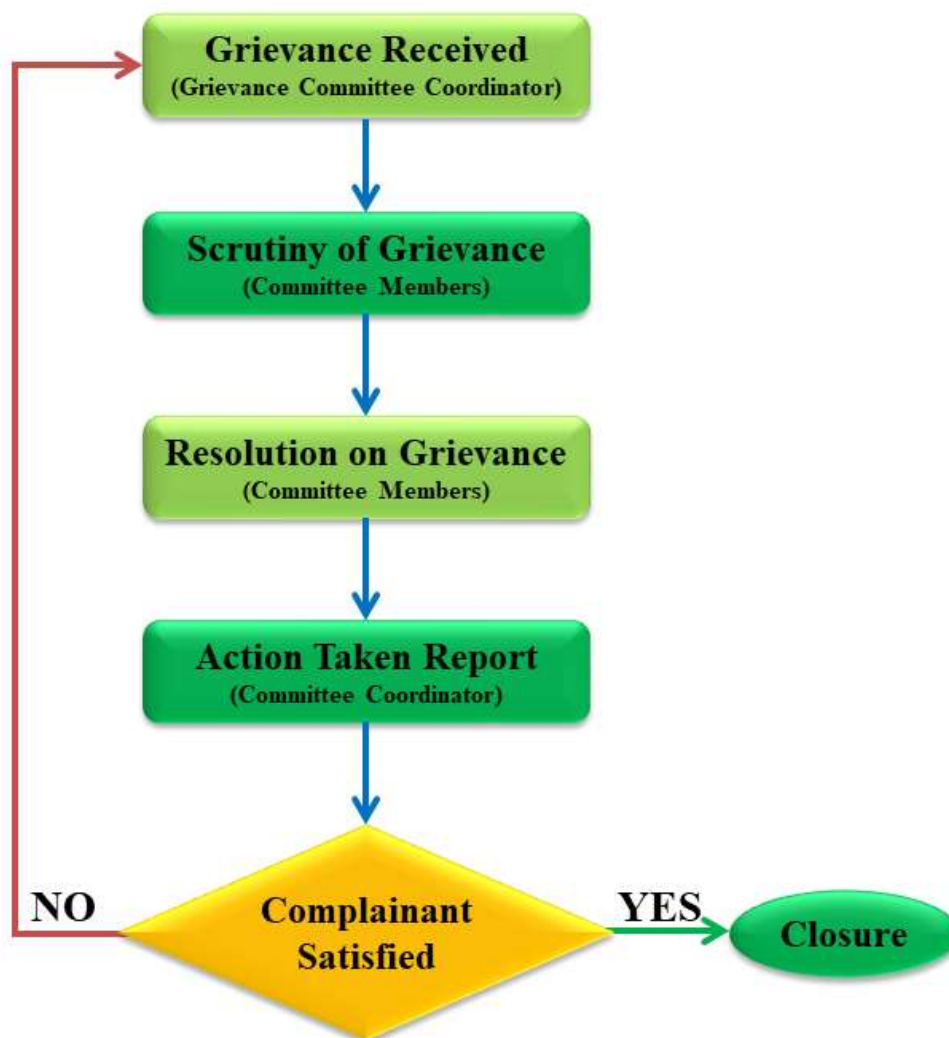



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The College Grievance Redressal Cell (CGRC) conducts a meeting quarterly to evaluate the grievances received and take necessary measures to redress them. The grievances are sorted and the concerned committees are informed to take necessary actions. If the student is not satisfied with the resolution of the grievance, the grievance is again considered in the next meeting. The process is illustrated in a nutshell:




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