



Student Complaints Policy

At Cosmos International Training Institute (CITI), we are committed to providing a high-quality learning experience for all our students. We value feedback and take student concerns seriously. This Student Complaints Policy outlines our process for addressing and resolving student complaints in a fair and timely manner.

1. Definition of Complaint

1.1 Scope: A complaint is defined as any formal expression of dissatisfaction or concern raised by a student regarding a matter related to their experience at CITI, including but not limited to:

- Academic issues
- Administrative processes
- Facilities or resources
- Staff conduct
- Discrimination or harassment

1.2 Informal Resolution: Students are encouraged to resolve minor concerns informally through discussion with relevant staff members before escalating to a formal complaint.

2. Filing a Complaint

2.1 Submission: Students may submit a formal complaint in writing via email to info@cosmostrg.com or in person to the designated complaints officer at CITI.

2.2 Information Required: The complaint should include the following information:

- Student's name and contact information
- Nature of the complaint
- Relevant details or evidence
- Desired outcome or resolution

3. Complaint Handling Process

3.1 **Acknowledgment:** Upon receipt of a formal complaint, CITI will acknowledge receipt of the complaint within [insert timeframe, e.g., 3 working days].

3.2 **Investigation:** CITI will conduct a thorough investigation into the complaint, gathering relevant information and evidence from all parties involved.

3.3 **Resolution:** CITI will endeavor to resolve the complaint promptly and fairly, taking into account the nature of the complaint and the interests of all parties involved.

4. Appeals Process

4.1 **Appeal:** If a student is dissatisfied with the outcome of their complaint, they may appeal the decision by submitting a written appeal to CITI within [insert timeframe, e.g., 10 working days] of receiving the outcome.

4.2 **Review:** The appeal will be reviewed by an independent panel or designated authority at CITI, which will consider all relevant information and evidence before making a final decision.

5. Confidentiality and Privacy

5.1 **Confidentiality:** CITI will handle all complaints with confidentiality and discretion, respecting the privacy of all parties involved.

5.2 **Data Protection:** Personal information collected in the course of handling complaints will be processed in accordance with CITI's Data Protection Policy.

6. Contact Information

For inquiries or to file a complaint, please contact:

Cosmos International Training Institute (CITI) No.26, 2nd Street, Sri Padmavathy Nagar, Pattabiramapuram, Tiruttani - 631 209 Tiruvallur (Dt.), Tamil Nadu, India Email: info@cosmostrg.com Phone: +91 - 97 87 87 28 66



Managing Director

Date:9-Jan-2024