Form No. 11

Grievance Lodgment Form for Visitors

Part A: To Be Completed by the Case Officer

• Case Officer Verification: **Grievance Tracking No.:**

Mobile Number Status: **G-_____**

☐ Active ☐ Not active ☐ Not verified ☐ Not provided

Email Verification Status:

☐ Valid ☐ Not valid ☐ Not verified ☐ Not provided

Mandatory Response Status:

☐ Responded ☐ Partially responded ☐ Not responded

(The assigned tracking number will be notified to the Complainant)

Signature of the Case Officer with Date

Part B: To Be Completed by the Complainant

1. Grievance Information

Name (Optional): _____

Mobile Number *(Mandatory if email is not provided)* : _____

Email Address *(Mandatory if mobile is not provided)* : _____

2. Grievance Category *(Mandatory – Tick one as applicable)*

⇒ Harassment, Violence & Personal Safety

- ☐ Sexual Harassment
- ☐ Physical Assault and/or Threats
- ☐ Discrimination (Race / Religion / Gender / Disability)
- ☐ Campus Safety & Security Lapses

⇒ Administrative & Governance Issues

- ☐ Campus Code of Conduct Violations

⇒ Infrastructure, Facilities & Logistics

- ☐ Utilities & Sanitation
- ☐ Maintenance & Accessibility

⇒ Student Services & Campus Life

- ☐ Canteen & Food Services

⇒ Health, Hygiene & Medical Support

- ☐ Emergency Health Response

⇒ Any Other Grievance

- ☐ Emerging, Exceptional or Cross-Cutting Issues (Please specify below)

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3. Description of the Grievance (Mandatory)

Please provide a clear and detailed description of the grievance below. Attach additional sheets and supporting documents, if necessary.

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