

**VENEKLASSEN PROFESSIONAL
LEARNING INSTITUTE**

Grievance Policy

Redressal Council

VPLI Grievance Redressal council is a first-of-its-kind initiative in the Indian EdTech sector to create a mechanism for Learners, Educators, and other stakeholders to highlight their grievances and seek redressal.

VPLI REDRESSAL COUNCIL operates with a three-tier redressal system with external independent oversight and is open to everyone, irrespective of whether the complainant is a paid subscriber, studies via VPLI's free content or is a general user.

The initiative is in line with the Government of India's advisories and guidelines. Further, it also includes non-customers in its scope.

Grievance Redressal Process

<ul style="list-style-type: none">• Level 1	<p>If you are reaching out for the first time, connect with us via: info@veneklasenprolearn.com</p> <p>Learner/Educator support chat on the website and App</p> <p>We urge you to not share any private/confidential information while reaching out to us on Social Media platforms.</p>
<ul style="list-style-type: none">• Level 2	<p>If you are not satisfied with the Level 1 response, then you may connect with the Grievance Officer: Ms. Harshita Ahuja Grover, mail - hgrover@Veneklasen.com</p>
<ul style="list-style-type: none">• Level 3	<p>If you are not satisfied with the Level 2 response, then you can fill out this form:</p>

REDRESSAL COUNCIL Structure

The organisation structure has been defined to ensure that every grievance is addressed in a timely manner and due diligence is given to every issue.

1. DR. Mahabir S. Atwal
Chairman and chief Executive Officer
VPLI

Mail - matwal@veneklasen.com

2. Harshita Ahuja
Managing Director
VPLI

Mail – hgrover@veneklasen.com

Core Objective

To create robust systems and processes to ensure effective and timely solutions to grievances with an impartial approach to set higher benchmarks towards effective stakeholder engagement.

Key Pillars

- **Transparency and Accountability** - The Redressal process is clearly defined and made public. Additionally, VPLI has provided various channels to register grievances. Our robust processes also ensure that those seeking redressal know that there is a dedicated entity in charge of the process and that every grievance is considered in a timely, objective, and neutral manner.
- **Fair and Empowering**- A skilled centralized team is dedicated to addressing each grievance with fairness, following a robust communication channel and appropriate CRM support. Our policy also empowers the complaints redressal desk, to remove influences and promote objectivity and consistency in resolution.
- **Efficiency and Responsiveness**- Each complaint is responded to and assigned a unique identity for tracking. We have a well-defined turnaround timeline for resolutions which are strictly adhered to. A written acknowledgement is sent to the complainant with details of the officer handling the case and the expected turnaround time for resolution.
- **Review and Improvement** - We constantly review our processes to identify areas of improvement and ways to prevent future grievances. There is a regular analysis of the frequency, patterns, and cause of grievances. Review of strategies and processes used for grievance resolution. Check on the effectiveness of those strategies and processes. Improvement plans are implemented on a regular basis.

Responsibility

REDRESSAL COUNCIL shall be responsible to ensure that grievances are dealt with effectively in accordance with the ‘Grievance Procedures.’

In doing so, the council shall adhere to these principles:

- **Headphone** - Take each grievance with utmost sincerity and address key questions on why the complainant feels aggrieved, unhappy, or dissatisfied
- **Check list**- Investigate the facts and surrounding circumstances
- **Telephone** - Communicate to the complainant about revert timelines
- **Feedback**- Provide feedback to the complainant about what can/cannot be done to resolve the grievance
- **Re-verify** - Take necessary follow-up action