JB Institute of Technology

Feedback Policy

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Feedback Policy

1. Purpose of Policy

Jb Institute of Technology encourages all stakeholders of the institute to submit their inputs in the form of feedback including their good ideas, suggestions for improvements and complaints if any regarding infrastructure, behavior, facilities, teaching learning etc. JBIT is committed to an effective and efficient Feedback handling system implemented in the institute which facilitates a safe and cooperative environment for working and learning for the stakeholders. An effective feedback system is an essential part of an institute to provide a quality service to its stakeholders. The handling of Feedback will be treated as a quality issue, within the quality framework of the organization.
Policy being a quality issue the feedback collected from the stakeholders within the quality framework of the organization is primarily based upon the following purposes:

I. To provide a transparent and consistent approach of an institute to handling and monitoring of Feedback across the organization, and
II. To ensure that all staff and stakeholders of JBIT have an easy access to an equitable and responsive Feedback mechanism.

2. Scope of Policy
This policy applies to all staff, students and other stakeholders of JB Institute of Technology, including those associated with JB Institute of Technology directly or indirectly like the parents of the students, alumni of the institute etc.

Grievances/serious complaints, allegations of harassment or bullying or the reporting of critical incidents, alleged fraudulent behavior or alleged corruption charges on any person or stakeholder of the institute are not covered by this policy and will be handled in accordance with the relevant JB Institute of Technology policy/procedures concerned with the allegation.

3. Definitions

Word/Term	Definition
Feedback	Any opinion or comment, either positive or negative, including: -compliments, -complaints -suggestions for improvement, and

	opportunities.
Stakeholders	Any person providing Feedback directly or indirectly linked with the institute.

4. **Policy Principles**

The following principles have been adopted for addressing feedback in Jb Institute of Technology as the Policy Principles:

a) Feedback will be addressed in a fair and impartial manner,

b) Feedback will be responded by the stakeholder within 10 working days of receipt of feedback form by the stakeholder,

c) Feedback handling processes will be conducted in respect of all concerned parties/stakeholders,

d) Feedback is expected to be collected in good faith and is not vexatious or malicious,

e) Feedback has been raised in an environment free from fear of retribution or victimization, and

f) At all times the confidentiality of all stake holders involved in feedback process is maintained, subject to the need to fully investigate the Feedback and any legal requirements for disclosure.

5. **Policy Statement**

The authorities of the JBIT encourage its staff, students and other stakeholders to, whenever and wherever possible, may approach the person(s) directly involved in feedback process to discuss the matter or to resolved their queries in the first instance.

Jb Institute of Technology is committed to acknowledge and respond accordingly and promptly to Feedback from students, staff and other stakeholders and in response to receipt of feedback suggest the authorities to act accordingly as the feedback demands.

6. **Monitoring and Reporting**

In JBIT just like any other institution, and feedback committee has been constituted with three-four staff members, an Alumni and two-three senior students.

The Feedback collected from all the stakeholders in regards to different issues is being recorded, monitored and addressed by the feedback Committee is responsible for ensuring all Feedback is recorded, monitored and addressed.

Feedback Committee is responsible to administer an effective and an efficient Feedback handling process. A summary of actions taken or decisions made during the Feedback handling process are to be reported to the IQAC for discussion/guidelines and approval.

Analysis and trending of Feedback of all stakeholders will be undertaken to assist with strategic planning, with review and improvement processes, and the same will be reported to the IQAC.

7. **Feedback Handling**

Feedback forms are made available to all stakeholders, through HODs to all students of the department and for the parents of the students while to alumni and any other stakeholder the office of the institute will provide the feedback forms. HOD's and all other concerned who have provided feedback forms to any stakeholder will ensure about the collection of filled feedback form from all recipients of feedback forms that feedback should have been taken from all stakeholders in time.

In JBIT the feedback committee suggests its opinion based upon the feedback collected from the stakeholders, duly approved by IQAC to the concerned authorities.

Jb Institute of Technology is committed to use Feedback to help improve processes and services in the institute accordingly to the best of their efforts.