



DEPARTMENT OF OPTOMETRY
SMT. B. K. SHAH MEDICAL INSTITUTE AND RESEARCH CENTRE
SUMANDEEP VIDYAPEETH

An Institution Deemed to be University
Accredited-NAAC 'A++' Grade with 3.61 CGPA
At & Po. Piparia. Ta. Waghodia. Dist. Vadodara Pin: 391760
Ph. (02668) 245262 Ext.396

Website: www.sumandeepuniversity.co.in E-mail: Principaldo@sumandeepvidyapeethdu.edu.in

Email for Grievance/ Feedback/ Complaints

- **Email ID:** Principaldo@sumandeepvidyapeethdu.edu.in
- **Instructions:**
 - ♦ Students are encouraged to provide feedback on courses, faculty, and facilities to enhance the learning experience.
 - ♦ Submit feedback through the department email id.
 - ♦ For grievances or complaints, first approach the concerned faculty or staff member directly to discuss the issue.
 - ♦ If the issue remains unresolved, escalate it to the Head of the Department (HOD) via email or in-person appointment.
 - ♦ Provide a written description of the grievance, including relevant details and any attempts made to resolve the issue.
 - ♦ Grievances related to academic matters should be submitted within one month of the incident.
 - ♦ All complaints will be treated confidentially, and retaliation against students voicing concerns is strictly prohibited.
 - ♦ The university will investigate complaints promptly and provide feedback on the resolution process.
 - ♦ Students can also utilize the university's grievance redressal cell for further assistance.
 - ♦ Feedback and grievances are essential for continuous improvement; students are encouraged to participate actively.