

The current escalation matrix is fairly simple and straightforward. However, to ensure that issues are addressed promptly, students feel their concerns are being taken seriously, and the process is transparent and accessible at all levels a revised version along with some additions.

Escalation with Documentation: Each escalation must be accompanied by a brief written explanation of the issue, the actions taken at each previous level, and why the student feels the issue remains unresolved. This will ensure that all parties have the necessary context, reducing the chances of misunderstandings

Escalation Matrix Overview

Step	Responsibility	Response Timeline	Additional Notes
Step 1: Placement Head	Placement in Charge	3-4 working days	Provide update if more time is needed.
Step 2: Faculty In Charge	Faculty in Charge	3-5 working days	Review and take action with updates.
Step 3: Director	Director	5 -7 working days	Final resolution or detailed justification.