

Service Request No.

--	--	--	--	--	--	--	--	--	--	--	--

Date: \_\_\_\_\_



An ISO 9001:2008 Certified

## GRIEVANCE FORM

Name of the Student: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Registration Number: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Regd. Year: 

Y	Y	Y	Y
---	---	---	---

Course with Specialization: \_\_\_\_\_

University: \_\_\_\_\_

Type of the Student:  Direct     Thru Centre     Alumni     Others \_\_\_\_\_

Mobile No. *(for SMS alert)*: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Centre Code, if thru Centre: 

--	--	--	--	--	--

Centre Name & City: \_\_\_\_\_

Student's eMail ID: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Grievances related to:  Admission     Examination     Syllabus     Study Material  
 Fees     Technical     Others \_\_\_\_\_

Detail of previous Complaint lodged (if any):  Yes     No

Date of previous Complaint: 

D	D
---	---

 - 

M	M
---	---

 - 

Y	Y	Y	Y
---	---	---	---

 Service Request No. 

--	--	--	--	--	--	--	--	--	--	--	--

**Summary of Grievance/ Issue:** \_\_\_\_\_

---

---

---

---

---

---

---

---

---

---

**Desired Action** *(what the Student's would like done)*: \_\_\_\_\_

---

---

---

I, the complainant herein declare that the information furnished herein above is true and correct and not concealed or misrepresented any fact stated in aforesaid columns and the documents submitted herewith.

Date: \_\_\_\_\_

Signature of the Student: \_\_\_\_\_

**PROCEDURE:** *The APEX Foundation will accept greivances in the following ways:*

**A) In writing:** Please send this form, completely filled and signed, to  
 Nodal Officer - Grievances Redressal, APEX Group, #48, 1st Main, 2nd Block,  
 3rd Stage, Basaveshwaranagar, Bangalore - 560079 (India)  
 OR Faxed to APEX on 080-42060334 OR by eMail to care@apexemail.net

**B) In Person:** By Attending APEX Corporate Office located on above-said address at Bangalore.  
 The Office is open 10:30 AM to 06:00 PM, Monday to Friday, noting that office close for lunch on each day from 01:45 PM to 02:30 PM.

**PROCESSING COMPLAINTS:**

- APEX will issue Service Request number to all complainants within 3 working days and try to resolve complaints within 15 working days.
- If we have made a mistake, you will receive a apology eMail.
- We will have due regard to your privacy.

**NOTE:** In case you are not satisfied with our resolution or if you do not receive a response within 30 days of approaching the APEX Corporate Office, you may contact the Chairperson on **chairman@apexemail.net**

# **APEX SUPPORT SYSTEM**

(Tell Us)

Dear Coordinator

Thanks for your kind coordination in past. To provide you the best services in future, we are glad to introduce our Apex Support System that will really help you to get the best one through a single window. We try to deliver you the best possible services, well in time to avoid any sort of inconvenience. But for any reason, if you are not happy with our services or have any queries, please get in touch with us. We'll resolve it as soon as we can.

## **APEX Care**

You can reach us through APEX Care, throughout the year and we'll be happy to help. For queries related to various courses offered by the APEX, their eligibility, fee structure and whatever their related Services in future, please make a call on general information number 080-42770000 and you will get each and everything through a single window.

You can also send Service Request Form for various valuable services by eMail or by post. Be sure to get Unique Service Request number for each of your Service Request and for your kind information the same number will be used for all types of future communications regarding that Service Request. Your request will be completed by us within 4 (four) weeks after the date of receipt.

If you are not satisfied with our services, please send a Grievances Form by eMail or by post. Be sure to get your unique Complaint number for each of your Complaint and that number will be used for all types of future communications regarding concerned Grievances. Your grievances will be solved within 15 (fifteen) working days after the date of receipt. No matter what the problem is, we will take care of it.

*The APEX Care will accept your Service Requests & Grievances in following ways:*

**A) In writing:** Please send applicable form, completely filled and signed, to:  
Nodal Officer - Grievances Redressal,  
APEX Group, #48, 1st Main, 2nd Block, 3rd Stage, Basaveshwaranagar,  
Bangalore - 560079 (India)  
**OR** Faxed to APEX on 080-42060334 **OR** by eMail to [care@apexmail.net](mailto:care@apexmail.net)

**B) In Person:** By attending APEX Corporate Office located at above-said address.

On weekdays from Monday to Friday, the Office will be opened 10:30 AM to 06:00 PM, noting that the office will close for lunch on every day from 01:45 PM to 02:30 PM.

## **Need further Help?**

Our endeavor is to resolve your issues at your first point of contact, however if your issue is not resolved by APEX Care Team, you can register your complaint with the Appellate Authority with the Complaint Number/ Service Request Number given to you by the APEX Care on any working day from Monday to Friday in between working hours from 10:30 AM to 06:00 PM. You can also eMail at [appeal@apexmail.net](mailto:appeal@apexmail.net) with an Appeal Form duly filled in. The Appellate Authority will close your appeal within 45 working days from the date of filing.

Whenever you will log a Complaint/ Appeal, you will get a Unique Number for that particular Complaint/ Appeal with their resolution time through an eMail.

For further information, terms and conditions, kindly log on to [www.apexgroup.in](http://www.apexgroup.in)

Thanks



**Prof. Dhanwant Singh**  
**Chairperson**  
APEX Group, Bangalore