



## GRIEVANCE COMMITTEE

**Purpose :** To ensure smooth functioning of the institute by preventing and redressing any grievances reported by students. A grievance may be about an act, omission, situation, or decision that the student thinks to be unfair, discriminatory, or unjustified and includes matter directly related to academic and institutional relationships.

**Scope of Application:** This SOP applies to the constitution of the grievance committee, roles and responsibilities of members of the grievance committee and maintenance of all activities and documents.

### Procedure :

- The grievance process provides a way for a student's concern to be heard and responded to by a committee.
- The committee analyses the grievance reported, seeking clarification from the reporting person as well as the involved people (if required) by conducting preliminary informal discussions.
- The committee ensures that such grievances are dealt with promptly, fairly, maintaining transparency and confidentiality; and in accordance with other related policies of the institute.
- Often the issues involved can either be resolved informally or are issues beyond the scope of the committee's jurisdiction.
- Implementation of the policy is done through proper reporting of complaints and redressing them through appropriate channel.
- A written record is maintained of the grievances reported and actions taken to deal with them.

### Responsibility:

Members:

1. Dr. Annamma Varghese (PT)
2. Dr. Mayur Revadkar (PT)

Principal: Dr. Shweta Manwadkar (PT)

**Meetings:** Quarterly and as and when required