

#### 4.8 Grievance handling

##### 4.8.1 Policy

*“The Institute shall review all its systems, resources, processes, provisions to ensure that they are consistent with the requirement of time. The objective is reduction in grievances.”*

*“The institute is committed to regard grievances as an opportunity to improve the working environment in the institute.”*

*“The institute is committed to establish operate and improve grievance handling system.”*

##### 4.8.2 Quality Planning

Quality features of grievance handling system:

1. Ease of accessibility.
2. Promptness in resolving the issues.
3. The grievance shall be handled objectively and confidentially.



4. The respondents shall be treated respectfully and shall not be victimized or discriminated.
5. The system shall give due importance to Students charter.
6. Written records of all significant grievances and solutions shall be maintained.

#### 4.8.3 **Procedure**

##### **Constitution of grievance committee:**

1. Director (Chairman of Discipline committee)
  2. Head Academics
  3. Office Superintendent/Head Clerk
  4. Co-opted member of concerned work area.
1. Wherever possible, Mentor shall attempt to resolve the issue through discussion with the person(s) concerned and the student/s. This shall reduce the number of grievances.
  2. Suggestions made by students in the formal feedback form and through suggestion boxes, wherever found reasonable, shall be addressed quickly to ensure that the issues do not become formal grievances.
  3. Formal grievances shall be submitted in writing by the student(s) to the relevant Student Mentor.
  4. Receipt of the grievance will be acknowledged by Mentor within two working days.
  5. The Mentor shall make best possible efforts to resolve the issue in a face-to-face inquiry/ by discussion.



6. If Mentor does not succeed in resolving the issue, he shall categorize the grievances in

7. a) Academic grievances or

b) Non-academic grievances

8. Mentor shall forward the grievance to the grievance committee along with his remarks.

9. The grievance committee shall hold its meeting within five working days and resolve the grievance.

10. Wherever the grievance is found valid, corrective measures in system shall be applied to avoid recurrence of the grievance or grievance of similar nature.

11. All such corrective measures shall be taken on record, duly endorsed by the Director.

#### 4.8.4 **Quality assurance**

The grievance committee shall present its report in a meeting, arranged at the end of each semester, where the Director, Heads Academics and section in charges shall be present. Possibility of improvement in the functioning of committee shall be explored in this meeting.



  
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