**Annexure 5.5**

**Grievance Redressal mechanism for Faculty, staff and students**

The institution has a Grievance Redressal Committee to ensure that grievances / complaints are promptly attended to and resolved effectively. There is also a mechanism to analyze the nature of grievances for promoting better stakeholder relationship.

**Modes of communicating the Grievance (for Employees and Students):**

The students and employees can present their grievances through the following means

a) **Open Door Policy:** The employees and students can approach the concerned member and discuss informally over the issue of grievance.

b) **Suggestion Boxes:** Students/employees can drop their anonymous complaints.

c) **Feedback:** From mentor, students, parents, faculty members and staff.

d) **E-mails:** Through e-mails to Deans and/or Principal

The institute ensures that the grievances/complaints are promptly attended to and resolved effectively through a well defined Grievance Redressal Procedure in two weeks time.

**Grievance Redressal Procedure:**

The mechanism to analyse the grievances are as follows:

* An aggrieved student may first present his/ her grievance verbally to his/her mentor or counselor or Deans of the concerned departments. In case the aggrieved is not satisfied, he may go to the next level.
* The grievances / complaints can be expressed to the members of the Grievance Redressal Committee as & when they come across such situations, either orally or in writing.
* The members segregate the grievance / complaint received on the basis of the nature of the grievance / complaint.
* The members of the committee formally meet to review all the cases, collect the related information, analyse, receive the opinion from other members and provide positive feedback to the stakeholder.
* If the feedback is not accepted by the stakeholder the grievance / complaint will be escalated to the Chairman of the Institute for final decision.

**The outcomes of each and every meeting are further utilized for promoting stakeholder relationship by way of the following:**

* Proper maintenance of all the data pertaining to grievances viz. no. of grievances received, decisions taken to resolve them, measures introduced etc.
* Analysis of data in terms of nature of grievances and frequency of a particular type of grievance
* Resolution of grievances through changes/improvements in certain policies and systems