



GRIEVANCE REDRESSAL MECHANISM

The complaint management mechanism is carried out in three levels in the institution:

1. The departmental level grievances are attended by the concerned class teachers who are mentors along with the department heads. The student coordinators and staff coordinators of various clubs and associations act as facilitators to communicate and sort out the grievances pertaining to various clubs and associations.
2. Unresolved grievances at the departmental level and association level are referred to as the Grievance Redressal Cell of the institution. The students can approach the Grievance Redressal Cell of the institution with their complaints of common interest too. They can directly communicate them to the Principal/Educational consultant/management representative who visits the college on a weekly basis.
3. Depending on the seriousness of the problem, the issues are settled by the Cell or by the Principal in consultation with other members of the management, parents, and faculty. With the collective efforts of all the stakeholders -the management, department heads, class teachers, various staff coordinators of clubs and associations, the Grievance Redressal Cell resolves the complaints promptly and efficiently.

The effective complaint management mechanism improves better stakeholder relationships and contentment at all levels.