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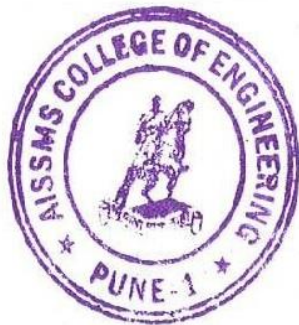
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## Mechanism of Grievance Redressal committee

- (a) An aggrieved stakeholder who has the grievance or grievances shall make a written complaint first to the Head of the Department (HOD). The HOD after verifying the facts, will try to redress the grievance within a reasonable time. If the stakeholder is not satisfied with the solution of the HOD, then the written complaint should be forwarded to the Principal through HOD. The Principal then refers the complaint to the Internal Grievance Redressal Committee.
- (b) On receiving the complaint from the Principal, Internal Grievance Committee meeting is called by the Chairman. The complaint is studied by the Committee. The Committee at all levels observes the law of natural justice.



  
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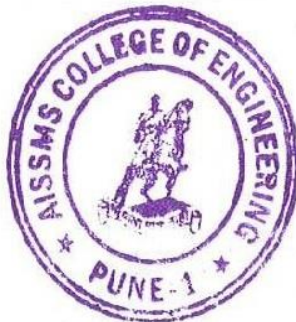
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- (c) The Committee arranges meeting with the aggrieved party first, he/she expresses their views. Similarly meeting with all aggrieved members is scheduled. Thus all the concerned, are given opportunity, one by one to express their viewpoint. Each one is requested to give their say in writing. The committee gives a patient hearing to both sides and counsels them. The committee also enlightens them based on their SWOC.
- (d) After verifying the facts based on factual data and after deliberations, the report of the committee's findings and remedial measures is prepared and submitted to Principal Sir.
- (e) Final decision is communicated to the both parties through the Principal.
- (f) The Committee, if needed, may recommend to the Principal, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance.

Note: The staff / student can lodge their grievance through online link available on Institute's website too (<http://aissmscoe.com/academics/online-grievance-redressal/>)



  
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