



# **INSTITUTE OF AERONAUTICAL ENGINEERING**

**(Autonomous)**

Dundigal - 500 043, Hyderabad, Telangana

**ANNEXURE-27**

## **GRIEVANCE REDRESSAL POLICY**



# INSTITUTE OF AERONAUTICAL ENGINEERING

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## 1. PREAMBLE:

AICTE has notified regulation for establishment of mechanism for grievance redressal committee for all the AICTE approved technical institutions. In order to ensure transparency by technical institutions imparting technical education, in admission and with the objectives of preventing unfair practices and to provide a mechanism to students for redressal of their grievances.

## 2. DEFINITION:

Grievances or Complaint” includes any communication that expresses dissatisfaction, harassment in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action.

**The Grievances may broadly include the following complaints of the aggrieved students**

- a. Academic
- b. Non-Academic
- c. Grievances related to Assessment
- d. Grievances related to Victimization
- e. Grievances related to Attendance
- f. Grievances related to heavy charging of fees
- g. Grievances regarding conduction of examinations
- h. Harassment by students or the teachers etc.
- i. Harassment of women at workplace
- j. Harassment of SC/ST students and faculty

## 3. OBJECTIVES:

The purpose of this policy is to set forth the policies and procedures to be followed in receiving, handling responding and resolving to any grievance against persons / department / institute in respect to the services offered by it. While dealing the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.

The students and faculty are the main stakeholders in any institution imparting education, and it's our Endeavour to make all the efforts to ensure that transparency in all of the activities at different stages. Taking this spirit in consideration, the institution has decided that to provide a mechanism to students and faculty for redressal of their grievances.

**The following are the broad objectives for handling the grievances:**

- ❖ To provide equal and fair treatment to all stakeholders without any bias at all the times.

- ❖ To ensure that all issues raised by stakeholders are dealt with courtesy and resolved in stipulated timelines.
- ❖ To develop an adequate and timely organizational framework to promptly address and resolve stakeholders grievances fairly and equally.
- ❖ To provide easy accessibility to the all the stakeholders for an immediate grievance redressal.

#### **4. HOW TO RAISE THE GRIEVANCE**

The stakeholders can raise grievances through the following modes

Through SMS / Call: Message / call to contact number specified on institute website to register the complaint

Email: Stakeholders may write complaint by using email specified on institute website to register the complaint

Letter: The stakeholders can write a letter to the authorities

Website: The stakeholders may also raise the grievance by downloading the grievance redressal form from the institute portal ([www.iare.ac.in/download](http://www.iare.ac.in/download) and forms)

#### **5. MAINTENANCE OF RECORDS OF GRIEVANCE AND REPORTING**

The Chairman of grievance committee preserves all records pertaining to grievance / complaint received resolution and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days, provided however that resolution time shall not exceed 20 days from the date of the receipt of the complaint from the complainant.

#### **6. CLOSURE OF GRIEVANCE**

Every grievance shall be disposed of within a period of 10 days of its receipt and a final shall be sent to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

#### **7. ESCALATION OF GRIEVANCES**

The stakeholders whose grievance has not been resolved by the committee within 10 days from the date of submission of the grievance or who is not satisfied with the resolution by the respective committee shall prefer an appeal to the Head of the institution against the concerned committee or entity.

#### **8. POLICY TO HANDLE MAJOR GRIEVANCES**

- ❖ Major grievances such as problem involving legal matters are referred to the management of the institute. Appropriate action is carried out as per guidance provided by management
- ❖ In case grievance involves external agencies, matter is referred to appropriate authorities for future action