



Since 1994



GRIEVANCE REDRESSAL POLICY

1.1 Objectives

- ❖ The Grievance Redressal Policy serves as a transparent and organized framework for the MM's IMERT's stakeholders to address and resolve issues.
- ❖ This policy attempts to provide a welcoming and encouraging environment for the community of the institute by making sure that all concerns are handled fairly, consistently, and promptly.

1.2 Scope

- ❖ All students, staff members, and stakeholders of the IMERT are covered by this policy. It addresses complaints about behavioral issues, academic difficulties, administrative processes, harassment and discrimination, and other matters impacting the atmosphere of the institute. Also, the grievances related to Anti ragging, Internal Complaint Committee, SC/ST Committee, Exam committee and Students council etc. will be addressed through this committee.

1.3 Procedure for Submission of Grievance

- ❖ A Clearly defined problem or concern will be submitted in writing to a Grievance Redressal Committee (GRC), which is made up of representatives from the student body, faculty, university appointed ombudsman and administration to guarantee impartial and fair decision-making.
- ❖ The following methods are available for grievance submission: online & offline mode.
- ❖ It is expected from the receiver to acknowledge the grievance within a stipulated time frame.

1.4 Grievance investigation and resolution

- ❖ A comprehensive inquiry will be conducted and that will includes gathering and analysing information.
- ❖ Based on the investigation's findings, a clear resolution will be offered that can involve mediation, corrective or punitive actions.
- ❖ To maintain confidentiality, no one other than those immediately engaged in the grievance resolution process is expected to have access to any information pertaining to the complaint.
- ❖ Complainant or respondent who feels the resolution was unfair or lacking will be permitted to appeal the GRC's ruling.

1.5 Grievance records and improvements

- ❖ All complaints, inquiries, and decisions will be kept in meticulous, private records.



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- ❖ On a regular basis, complaints data will be examined to spot patterns and areas where the institute's procedures and policies need to be improved.
 - ❖ Orientations, workshops, and frequent communications will be provided to all members of the institute's community to ensure they are informed on the Grievance Redressal Policy and procedures.
 - ❖ Efficient grievance management and dispute resolution training will be provided to the GRC members and other pertinent staff.
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1.6 Frequency of the meeting

- ❖ Once in a Semester and additionally on need basis.

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