



DOC No.	SOP/MGMIOP/IQAC/GR/011
Issue No.	1
Rev. No.	0
Date :	01/01/2019

SOP of Grievance Redressal Committee

1. Objective:

The Grievance Redressal Committee at MGM Institute of Physiotherapy (MGMIOP) is established to ensure the fair and efficient resolution of concerns and issues raised by faculty, non-teaching staff, and students. The primary objectives include:

- 1.1 Providing a platform for employees to voice their concerns and have them addressed promptly.
- 1.2 Ensuring impartiality, objectivity, and efficiency in handling grievances.
- 1.3 Maintaining transparency in the grievance filing and resolution process.

2. Scope:

The committee is responsible for addressing complaints related to misconduct, discrimination, harassment, academic matters, or policy violations raised by faculty, non-teaching staff, and students of MGMIOP.

3. Responsibility:

Grievance Redressal committee

4. Policy:

The institute adheres the following members along with the students in the grievance redressal committee:

1	Principal of the college	Chairperson
2	Two senior faculty members nominated by principal	Member
3	Two students	Member

The grievance redressal committee conducts meetings twice in a year. However, if the grievance occurs in between, the committee will address upon receiving the complaint.

5. Procedure:

- 5.1 Anyone with a genuine grievance can contact the committee members in person, drop a written complaint in the suggestion box, or email their complaint to grcmgmiop@mgmiop.edu.in, which is regularly monitored.
- 5.2 The Grievance Redressal Committee will promptly address cases upon receipt of written grievances and will take action on those accompanied by the necessary documents.

V.P.
Principal
MGM Institute of Physiotherapy
Chhatrapati Sambhajnagar



DOC No.	SOP/MGMIOP/IQAC/GR/011
Issue No.	1
Rev. No.	0
Date :	01/01/2019

SOP of Grievance Redressal Committee

5.3 The Grievance Redressal Committee ensures that grievances are resolved within the stipulated time frame set by the committee.

5.4 The committee will formally review all cases and compile statistical reports on the number of cases received. It will report to the authorities on the cases attended to and any pending cases that may require further direction and guidance from higher authorities.

5.5 Grievance Redressal Committee Flow of Activities:

➤ **Receiving Complaints**

- From students, faculty, non-teaching staff
- Via committee members or complaint/suggestion boxes/email

➤ **Numbering and Recording**

- All received letters are numbered and recorded

➤ **Initial Review Meeting**

- Committee members scrutinize and judge the merit of the complaints/grievances

➤ **Addressing Genuine Complaints**

- Genuine complaints/grievances are discussed in a meeting with the complainant present
- Actions and decisions are recorded

➤ **Outcome Communication**

- Committee resolves the issue within a stipulated time period
- Outcome is conveyed to the complainant in written form

➤ **Escalation (if necessary)**

- If the complainant is dissatisfied with the result, they can escalate the issue to higher authorities

6. Documents: Grievance Redressal Committee (Annexure-I)


Prepared by
Member Secretary


Checked by
IQAC Coordinator


Approved by
Principal


Principal
MGM Institute of Physiotherapy
Chhatrapati Sambhajinagar

SOP of Grievance Redressal Committee

GRIEVANCES REDRESSAL COMMITTEE

Sr. No	Name	Representation	Designation	Contact Number
1	Dr. Sarath Babu	Principal	Chairperson	9049624166
2	Mrs. Prerana Dalvi	Administrative Officer	Member	9923696793
3	Dr. Vaibhav Kapre	Professor	Member secretary	9960473324
4	Dr. Doss Prakash	Professor	Member	9345307370
5	Dr. Srilatha Girish	Associate Professor	Member	9611758084
6	Ms. Mukta Advant	UG Student	Member	9527570609
7	Ms. Nidhi Kalani	PG student	Member	7020021057
8	Mrs. Pooja Shinde	Advocate	Member	9960959264


Principal
MGM Institute of Physiotherapy
Chhatrapati Sambhajnagar