

GRIEVANCE REDRESSAL COMMITTEE

Chairperson : Dr. Seema S Shenoy, Director, SDM PG Centre,
Mangalore.

Member : Ms. Deepa Nayak P. Assistant Professor
Ms Ramya Shetty, Assistant Professor
Dr. Prameela S Shetty, Assistant Professor

Student member : Ms. Leona Strelita, II MBA

Constituted on :- 30th July 2016

Objectives :

- 1) To maintain compliance with regulatory requirements and enable the students to air their grievance.
- 2) To clarify nature of grievance to students.
- 3) To settle grievance of employees by taking appropriate action .
- 4) To obtain a speedy resolution of the problem.

Procedures and process:

- 1) Initial level at which grievance occurs.
- 2) Intermediate stage where matter is referred to the members.
- 3) The matter is referred to the chairperson.
- 4) If not settled, the matter is referred to the top management.
- 5) If not resolved, third party mediation may be required.
 - a) The aggrieved person may in the first instance present the grievance orally.
 - b) The grievance may be settled by mediation at the institute level.
 - c) In the event of non settlement the matter may be given in writing and enquiry will be held by the constituting committee.

d) Upon receipt of such complaints the same will be forwarded to the management for necessary action.

In the event of receiving the complaint/ grievance a detailed report of the same, along with the necessary documents will be prepared by the committee members, under the supervision of chairperson and be sent to the management at the earliest.