

## GRIEVANCE REDRESSAL MECHANISM

Management Representative :Prof. Prabhakar, Vice President, SME Society ®.

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

Members :Dr.Prameela S Shetty, Assistant Professor  
Ms.Ramya Shetty, Assistant Professor  
Mr.Prashanth Kumar A, Assistant Professor

Student members :Ms.Akanksha Amin, II MBA  
Ms.Greeshma 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 of students.
- 3)To settle grievance of employees by taking appropriate action .
- 4)To obtain a speedy resolution the problem.

### Procedures and process:

- 1) Initial level at which grievance occurs, the same may be reported. A window in the website is provided for reporting grievance of faculty / students. [Click Here](#)
- 2) Intermediate stage where matter to referred to the members.
- 3) The matter is referred to the chairperson.
- 4) If not settled, matter will be referred to the 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 constituting committee.
  - d) Upon receipt of such complaints the same will be forwarded to the management for necessary action.
  - e) 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.