

# **Students' Welfare and Grievance Redressal Cell**

## **ABOUT THE CELL**

Grievance Redressal cell deals with all types of grievances and complaints with student related issues from Students and Parents.

Students' Grievance Redressal Cell is functioning in our Institution. Students or parents having any Grievance on quality of service in the areas of assessment, therapies, teaching and other interventions related to the students may contact the Grievances Redressal cell by putting up their grievances through an email on **[grievancecell@manovikaskendra.org](mailto:grievancecell@manovikaskendra.org)**. Your grievance will be redressed as earlier as possible based on the nature of the issue.

## **OBJECTIVE:**

The objective of the Grievance Redressal Cell is to maintain a healthy and safe educational atmosphere.

A Grievance Cell has been constituted for the redressal of the problems reported by the Students or parents of the Institute with the following objectives:

- To ensure an effective solution to the grievances about the quality of service in the areas of assessment, therapies, teaching and other interventions related to the students.
- Encouraging the Students and parents to express their grievances/problems freely and frankly, without any fear of being victimized.
- Advising Students and parents of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students and parents to refrain from inciting Students against other Students, teachers, and administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

## **FUNCTIONS:**

- The cases will be attended promptly on receipt of written grievances from the students or parents.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give a report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

### **PROCEDURE FOR LODGING COMPLAINT:**

- The students and parents may feel free to put up a grievance through an email on **[grievancecell@manovikaskendra.org](mailto:grievancecell@manovikaskendra.org)**.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

### **CONFIDENTIALITY**

Every reasonable effort will be made to protect the privacy and confidentiality of all parties. However, if a situation demand the person connected to the situation or any person who possesses information relevant to the investigation will be involved.

### **GRIEVANCES COMMITTEE**

<b>LIST OF MEMBERS</b>	<b>DESIGNATION</b>
DR. SHARADA FATEHPURIA	CHAIRPERSON
DR. ANAMIKA SINHA	DIRECTOR