

Students' Grievance Policy



Indira Institute of Aircraft Engineering

Website: www.iiapune.org

Email: info@iiapune.org

Preamble

Indira Institute of Aircraft Engineering is committed to providing a positive culture and system where students are treated fairly with dignity and respect. However, the Institute recognizes that sometimes concerns and issues occur that need to be resolved to strengthen the positive culture, ensuring thereby a healthy relationship of students with different stakeholders of the Institute. As such, the Institute desires to maintain an effective system of student grievance management. The policy explains how to report and redress a grievance. The policy not only provides students' the right to register a complaint concerning an incident and/or issue pertaining to any aspect of their experience in the varsity but also exemplifies the Institute response to the complaint with respect, empathy and professionalism.

1. OBJECTIVE

The objectives of this policy are:

1. To provide a formal and structured mechanism for students to express their grievances and seek timely redressal.
2. To ensure that every grievance is handled with sensitivity, impartiality, and in strict confidence.
3. To foster a culture of mutual respect, trust, and fairness within the Institute.
4. To maintain academic excellence by addressing and resolving student concerns effectively and efficiently.
5. To prevent discrimination, harassment, victimization, or any form of unfair treatment against students.

2. SCOPE AND APPLICABILITY

This policy shall apply to all bonafide students (current and former) of the Institute, including those enrolled in academic, training, and certification programs.

The scope of grievances covered includes, but is not limited to:

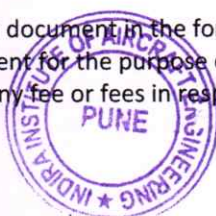
- **Academic Issues:** Examination irregularities, evaluation grievances, attendance, delay in results, internal assessment disputes, etc.
- **Administrative Issues:** Delay or denial in the issue of certificates, ID cards, transcripts, refunds, or services.
- **Infrastructure Issues:** Problems related to classrooms, laboratories, hostels, canteen, transportation, or sanitation.
- **Behavioral and Ethical Issues:** Harassment, discrimination, misconduct, or victimization by peers, staff, or faculty.
- **Financial Matters:** Issues relating to fees, fines, or refund policies.

Grievances related to sexual harassment shall be dealt with separately under the **Internal Complaints Committee (ICC)** in compliance with the **Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013**.

3. Nature and Scope of Grievance

The term grievance as referred in this policy shall include complaint(s) made by an aggrieved student with respect to the following:

- i. admission contrary to merit determined in accordance with the declared admission policy of the Institute;
- ii. irregularity in the process under the declared admission policy of the Institute;
- iii. refusal to admit in accordance with the declared admission policy of the Institute;
- iv. non-publication of a prospectus by the Institute, in accordance with the provisions of Institute Grants Commission (Redressal of Grievances of Students) Regulations, 2023;
- v. publication by the Institute of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in the Institute, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;



- vii. demand of money in excess of that specified to be charged in the declared admission policy of the Institute;
- viii. violation, by the Institute, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of the Institute, or under the conditions, if any, prescribed by the Commission;
- x. delay by the Institute in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the Institute, or in such calendar prescribed by the Commission;
- xi. failure by the Institute to provide student amenities as set out in the prospectus, or is required to be extended by the Institute under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the Institute for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the Institute; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

4. CONSTITUTION OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The Institute hereby constitutes the **Student Grievance Redressal Committee (SGRC)**, which shall be responsible for the receipt, examination, and resolution of student grievances.

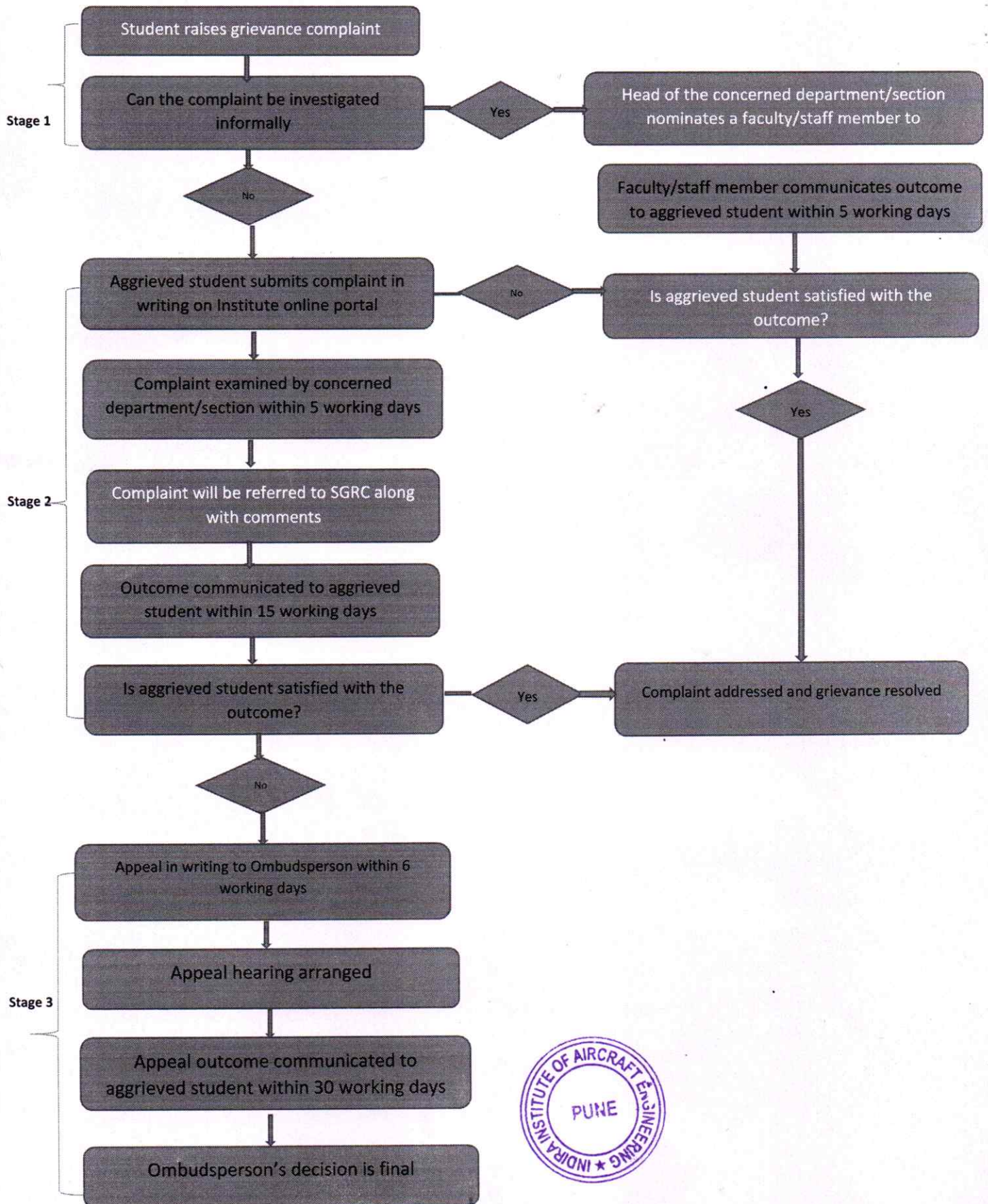
Composition of the Committee:

Designation	Position
Mr. Narendra Giri	Chairperson
Mr. Atul Kumar	Member
Dr. Santosh Kumar	Member
Mr. R.G. Wahwal	Member
Mrs. Anagha Shinde	Member
Mr. Avinash Bhore	Member
Ms. Bhoomi Jagtap	Member

Tenure: The Committee shall be reconstituted annually, and the names of its members shall be displayed on the Institute's official notice boards and website.



Grievance Process Overview



4. GRIEVANCE SUBMISSION PROCEDURE

1. A student may lodge a grievance either:
 - In **writing** through a signed application addressed to the **Member Secretary, SGRC**, or
 - Through the **online grievance portal** or **email: grievance@iiae.edu.in**.
2. The grievance must be submitted within **15 working days** from the date of occurrence of the issue.
3. The Committee shall acknowledge receipt of the grievance within **3 working days**, and a unique **Grievance Registration Number (GRN)** shall be issued for tracking purposes.
4. Anonymous complaints shall not be entertained unless accompanied by substantial evidence.

5. REDRESSAL MECHANISM AND PROCESS

1. **Preliminary Review:**
The Member Secretary shall scrutinize the grievance for its validity and relevance. If found admissible, it shall be referred to the SGRC for consideration.
2. **Hearing of the Grievance:**
 - The Committee shall invite the aggrieved student and the concerned parties for a personal hearing.
 - Both sides shall be given an equal opportunity to present their case with supporting documents or evidence.
3. **Deliberation and Recommendation:**
The Committee shall deliberate in a fair and unbiased manner and submit its findings and recommendations to the Principal/Director within **15 working days** of the hearing.
4. **Final Decision:**
The Principal/Director shall issue the final order within **7 working days** of receiving the recommendations.
5. **Implementation:**
The decision shall be communicated in writing to the student and all concerned departments. The implementation of corrective action shall be monitored by the SGRC.

6. CONFIDENTIALITY

All proceedings, documents, and discussions shall be treated as strictly confidential. Disclosure of any information related to the grievance shall be limited to individuals directly involved in the process.

7. APPEAL PROCESS

If a student is dissatisfied with the decision of the SGRC, they may appeal to the **Institutional Grievance Appeal Committee (IGAC)** within **10 working days** of the decision.
The decision of the IGAC shall be final and binding.

8. NON-RETALIATION AND PROTECTION

The Institute strictly prohibits any act of retaliation or intimidation against a student who files a grievance in good faith. Any faculty, staff, or student found indulging in such conduct shall face strict disciplinary action as per Institutional norms.

9. RECORD KEEPING AND REPORTING

The SGRC shall maintain a register of all grievances received, actions taken, and outcomes achieved. An **annual report** summarizing the nature, number, and status of grievances shall be submitted to the Principal/Director and reviewed by the Governing Body.



10. POLICY REVIEW AND AMENDMENT

This policy shall be reviewed annually or as required by changes in statutory regulations. Amendments shall be proposed by the SGRC and approved by the Governing Council before implementation.

RESOLUTION

It is hereby **resolved** that the **Student Grievance Redressal Policy** of Indira Institute of Aircraft Engineering, Pune, be **adopted, approved, and enforced** with immediate effect from **7th November 2022**.

All academic, administrative, and support departments are directed to comply with the provisions of this policy and ensure that students are made aware of their rights, responsibilities, and the available channels for grievance redressal.

Approved and Adopted by:



Surendra Giri
CEO/Accountable Manager
Indira Institute of Aircraft Engineering, Pune

Date: 1st August, 2025

