

Mechanism

The stipulated time will be provided to the concerned Department/ Committee/Person to answer and the solution will be provided within a time frame which will depend on the severity of the problem.

The committee will keep track on the status of grievance process periodically till the solution. At the end of stipulated time a report/ solution will be collected from the concerned department/ committee/person.

If the grievance is resolved to the expected level of satisfaction, the student/ parent is supplied with solution provided by the department/ committee/person.

If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving to the expected solution will be collected.

In case, the grievance is not resolved in provided time, the time required will be re-scheduled appropriately after looking into the details and the same will be acknowledged to the student/ parent. Escalate grievance/ complaints will be informed to the higher management if any case, the grievance/ complaint could not be handled by the department/ committee/person.

Students can resolve their grievances/ complaints by contacting the Grievance Redressal Committee.



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