



M.C.E Society's
M. A. Rangoonwala Institute of Hotel
Management & Research

Student Grievance Procedure



Grievance Redressal

M.A. Rangoonwala Institute of Hotel Management and Research has proper mechanism to attend to students Grievances and ensures transparency in all activities at different stages. The formed committee deals with all Grievance directly that is related to problems with Academic as well as Administration.

➤ **Grievance Redressal Committee**

The Objective of this committee is to develop a responsive and accountable attitude among all the students and the management in order to maintain a peaceful educational environment in the college.

➤ **The Objectives of this committee**

- To promote a cordial student- student relationship and student – teacher relationship.
- Encourage students to express their grievance or problems freely without any fear.
- To co-ordinate between students' and department to redress the grievances.
- To ensure effective solution to the student grievances with an effective approach.

➤ **Functions of the Committee:**

- Counselling students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arrives.
- Advising all staff to be affectionate to the students and not misbehave in any manner towards any of the reason.
- To resolve complaints within a time frame by looking into its seriousness and by two way approach.

The Grievance Redressal Committee is constituted at the college with Principal as the chair person, faculty members and students representatives.

➤ **Composition**

Sr. No	Designation	Position in committee
1	Principal, College	Chairman
2	Assistant Professor	Secretary
3	IQAC Coordinator	Member
4	Assistant Professor	Member
5	Student	Member
6	Student	Member



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Students Grievance Form

- 1) Student Name : _____
- 2) Course / Class : _____
- 3) Semester: _____
- 4) Mobile No.: _____
- 5) E-mail: _____
- 6) Area of Grievance: Academic / Administrative: _____
- 7) Date of the Problem/ Incident: _____
- 8) Description of the problem/ Incident:

- 9) Has the Problem been before: Yes/ No
- 10) Cause of Dissatisfaction:

Student Signature:

Date:

Student Grievance Procedure:

- The student with Grievance- Aggrieved Member should fill the Grievance form (available on the website) and submit it to the committee.
- The Committee investigates the problem.
- The Committee then sends its recommendation to the Principal for the suggestions and for further action.
- “Suggestion box” is installed in front of the Admin office where students can write their problems or suggestions for improving the Academics in the college.

