

## **System Grievance Redressal**

### **Introduction**

Institute has established a Grievance Redressal Cell to address and resolve the The concerns of its stakeholders, primarily students. The students can bring forward their grievances regarding various issues such as academic matters, health services, library facilities, and other campus services.

Students have two main ways to raise their concerns:

- Email: A student may send an email directly to the Director, outlining their grievance.
- Grievance Box: Alternatively, students can submit a written note by placing it in the Grievance Box located at the Administrative Block.

Once a grievance is received, the Grievance Redressal Cell works towards resolving the issue swiftly and fairly. The team ensures that the problems are addressed in a timely manner, aiming for a just and appropriate solution for the concerned student.

### **Obajectives**

The objective of the Grievance Cell is to foster a responsive and accountable attitude among all stakeholders, ensuring a harmonious educational environment within the Institute. The: Grievance Cell is established to address the issues raised by students, with the following key objectives

1. Maintaining the dignity of the Institute: Ensuring a peaceful atmosphere by promoting positive relationships between students and between students and teachers.
2. Encouraging open communication: Creating a space where students can freely express their grievances or problems without fear of victimization.
3. Anonymous submissions: A suggestion/complaint box is placed in front of the Administrative Block, allowing students to submit grievances or suggestions anonymously to improve academics and administration.
4. Respect and restraint: Encouraging students to respect each other's rights and dignity, and to exercise patience in resolving conflicts.
5. Promoting unity: Discouraging any efforts to incite conflicts between students, teachers, and the administration.
6. Positive staff-student relations: Advising staff to treat students with affection and not to act in a vindictive manner for any reason.
7. Strict anti-ragging policy: Ragging in any form is strictly prohibited within and outside the institution. Any incidents of ragging or violations of disciplinary rules must be reported immediately to the Director



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