

## Grievance Committee

**Purpose:** To ensure smooth functioning of the institute by preventing and redressing any grievances reported by students.

A grievance may be about an act, omission, situation, or decision that the student thinks to be unfair, discriminatory, or unjustified and includes matter directly related to academic and institutional relationships.

The grievances may include complaints of irregularity in admission process, breach in reservation policies, non-payment or delay in payment of scholarships or internal exam related matters etc..

**Scope of Application:** This SOP applies to the constitution of the grievance committee, roles and responsibilities of members of the grievance committee and maintenance of all activities and documents.

### Responsibility:

**Chairperson:** Principal : Dr. Shweta Manwadkar (PT)

### Members:

1. Dr. Annamma Varghese (PT)
2. Dr. Rupali Shevkar(PT)

**Meetings:** Quarterly and as and when required.

### PROCEDURE:

- The grievance process provides a way for a student's concern to be addressed to the Grievance Redressal Committee.
- The committee analyses the grievance reported, seeking clarification from the reporting person as well as the involved people (if required) by conducting preliminary informal discussions.
- The committee ensures that such grievances are dealt with promptly, fairly, maintaining transparency and confidentiality; and in accordance with other related policies of the institute.
- The committee gives recommendations and report within 15 days of receiving the complaint
- Often the issues involved can either be resolved informally or are issues beyond the scope of the committee's jurisdiction
- A written record is maintained of the grievances reported and actions taken to deal with them.



**PRINCIPAL**  
**K. J. SOMAIYA COLLEGE OF PHYSIOTHERAPY**  
Somaiya Ayurvihar Complex, Eastern Express Highway,  
Sion (East), Mumbai - 400 022.