



Dunes Aviation Academy Grievance Redressal Policy

Effective from 3rd October 2024

Dunes Aviation Academy is committed to maintaining a supportive environment for all staff and students. To facilitate this, we have established a Grievance Redressal Policy to address complaints and concerns effectively.

Who Can Raise a Grievance? All staff and students can submit grievances related to:

- Academic Issues
- Administrative Matters
- Staff Conduct
- Facilities
- Other Relevant Issues

How to Submit a Grievance:

1. **Complete the Grievance Form:** Available on the Academy's website and at the HR or Accountable Manager's office.
2. **Submit the Form:** Email it to feedback@dunesaviation.in or deliver it to the HR office.

Grievance Redressal Process:

- The Grievance Redressal Committee (GRC) will investigate and propose a resolution.
- If unresolved, you may escalate to higher management.
- All grievances are handled confidentially.

Contact Information: For questions, please contact the HR office or email feedback@dunesaviation.in

We encourage you to use this mechanism for any concerns.

Mukesh Mathur
9.10.24

Mukesh Mathur
Accountable Manager, Convener of GRC
Grievance Redressal Committee