



Grievance Redressal Policy

Effective from 10th October 2024

Background

The Dunes Aviation Academy Grievance Redressal Policy provides a structured framework for addressing and resolving grievances raised by staff and students. This policy ensures that concerns are dealt with fairly and transparently, fostering a positive academic and working environment. The policy is approved by the Academy's governing body and reflects the Academy's commitment to a respectful, inclusive, and efficient organizational culture.

Objective

Dunes Aviation Academy is dedicated to providing exceptional service to its stakeholders, fostering an environment of mutual respect and collaboration. The objective of the **Grievance Redressal Policy** is to establish a clear and systematic approach for resolving complaints or concerns from staff and students. The goals of this policy are to:

- Promote a safe, respectful, and supportive environment.
- Provide an effective and transparent process for addressing grievances.
- Ensure fair and impartial handling of complaints.
- Foster open communication between staff, students, and the administration.
- Implement corrective measures where appropriate to prevent recurrence of grievances.

Scope

This policy applies to all grievances raised by staff and students regarding any aspect of the Academy's services, operations, or interactions with personnel. The procedures outlined herein apply to all Dunes Aviation Academy departments and locations.

The policy consists of two sections:

- a. Capturing Grievances
- b. Grievance Redressal Mechanism

Definitions

- **Grievance:** Any complaint or concern raised by a staff member or student.
- **Complainant:** The individual (staff or student) raising the grievance.
- **Grievance Redressal Committee (GRC):** The designated committee responsible for handling grievances, comprising representatives from both staff and student bodies.

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a. Capturing Grievances

1. Submission of Grievance:

- Grievances can be submitted in writing (email or physical form) or verbally during designated hours.
- A Grievance Form will be available on the Academy's website and at the HR or Accountable Manager's office.

b. Grievance Redressal Mechanism

1. Initial Assessment:

- Upon receipt of a grievance, the GRC will conduct an initial assessment to determine the nature and seriousness of the complaint.

2. Investigation:

- The GRC will thoroughly investigate the grievance, which may involve gathering relevant documents, interviewing the complainant, respondent, and any witnesses, and consulting relevant department heads or experts.
- All parties will be informed about the investigation, and their participation in the process will be requested when needed.

3. Resolution:

- After the investigation, the GRC will propose a resolution based on the facts of the case.
- The resolution will include the GRC's findings, any recommended actions, and a plan for implementing those actions.
- If corrective measures are required, they will be communicated clearly to all relevant parties.

4. Escalation:

- For unresolved grievances, the matter may be referred to the Academy's Governing Council or a higher-level review board for additional evaluation and final decision-making.

5. Final Decision:

- The governing body will review the grievance and the GRC's findings and provide a final.

6. Confidentiality:

- All grievances will be handled with confidentiality to protect the identities of those involved.

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Grievance Redressal Committee (GRC)

List of Members		
Name	Designation	Position in the Committee
Mr. Mukesh Mathur	Accountable Manager	Convener
Capt. Vivek Agarwal (or his representative)	Chief Flying Instructors	Member
Mr. Yogesh Lambhate	Quality & Safety Manager (DAPL)	Member
Mrs. Dhara Trivedi	Human Resource Executive	Member & Coordinator
Mr. Jitendra Chaudhry	CSO & Hostel Incharge	Member

Additional members may be added to the Grievance Redressal Committee on a case-by-case basis, depending on the nature and complexity of the grievance.

Confidentiality and Impartiality

- All grievances will be treated with the highest level of confidentiality. Only those directly involved in the grievance process will have access to the information.
- Members of the GRC will be impartial, and no member will participate in the investigation of a grievance where they have a conflict of interest.

Amendments

Dunes Aviation Academy reserves the right to amend or modify this policy, in whole or in part, at any time without prior notice. Any changes will be approved by the Academy's governing body and will be communicated to all stakeholders via appropriate channels.

*meets
9.10.24*