

Date: 04/07/2022

Anti-Ragging Committee

Grievance Handling Process

1. Students can submit the grievance online or offline in following ways:
Offline: Students can submit the grievance to the class coordinator in written format.
Online: Student Grievance form is available on website <http://siom.sinhgad.edu/>
2. Recorded grievance will be forwarded to the concerned Committee / Person asking them about the information and a timeframe required to provide a solution.
3. Enquire the status of grievance which is under process. (periodically i.e. 15 days)
4. At the end of stipulated time a report/solution will be collected from concerned committee / person.
5. If the grievance is resolved to the expected level of satisfaction, the student is supplied with the solution provided by committee / person.
6. If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving at the expected solution will be collected.
7. If the reason for not resolving the grievance is insufficient time, the time required will be rescheduled appropriately by looking in to the details and same will be acknowledged to the student / parent. (repeat the steps 4,5,6).
8. Escalate the grievances / complaints to higher management in case, the complaints and grievances could not be handled by the committee / person.




Dr. Daniel Penkar
Director SIOM

Date: 06/07/2021

Anti-Ragging Committee

Grievance Handling Process

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Dr. Daniel Penkar
Director SIOM

Date: 06/08/2020

Anti-Ragging Committee

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Dr. Daniel Penkar
Director SIOM

Date: 02/07/2019

Anti-Ragging Committee

Grievance Handling Process

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Dr. Daniel Penkar
Director SIOM

Date: 24/06/2018

Anti-Ragging Committee

Grievance Handling Process

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Dr. Parag Kalkar
Director SIOM