



# MANGALMAY INSTITUTE OF MANAGEMENT & TECHNOLOGY

AN ISO 9001:2000 PREMIERE INSTITUTE

*Campus:* 8 & 9, Knowledge Park-II, Greater Noida (U.P.)

*Ph.:* 0120-2320400, 2320401

*Fax:* 0120-2320690

*e-mail:* [info@mangalmay.org](mailto:info@mangalmay.org)

*Visit us at:* [www.mangalmay.org](http://www.mangalmay.org)

## **GRIEVANCE REDRESSAL MECHANISM FOR FACULTY, STAFF AND STUDENTS**

The college follows an open and free communication policy for faculty, staff & students. All personnel are free to convey their grievances verbally or in writing through their respective Director / Departmental Head. The college maintains complete confidentiality for such grievances. Depending on the nature of the grievance, the matter is investigated for establishment of facts and actions accordingly. In case the grievance is considered to be of a serious / general nature affecting a group of personnel, the matter is put up in the Governing board meeting. The Governing Board also regularly invites all Directors / Departmental Heads and senior faculty for interaction and certain grievances / suggestions can also be taken up in this forum. As regards the students, each class has a Student Class Representative who can be approached for any problem and grievance. Suggestion / complaint boxes are provided in the college and hostels for students to convey their grievances / suggestions. The Director also conducts regular meetings with students whereby approximately 10 students from a specific group are invited for tea and informal discussions. These forums have proved very useful in obtaining genuine student feedback and grievances.

Director