

## **Complaints Policy and Procedures**

This section describes the policies of Pavanatma related to non-academic grievances and complaints. Academic related grievances and their redressal mechanisms are outlined in section 6.12.

### **Statement of the Policy**

Pavanatma is committed to allow students and other stakeholders to raise issues that concern them with the College authorities, and for their satisfactory resolution. All complaints will be dealt with promptly and efficiently in a positive and constructive manner. If a complaint is upheld the College shall provide a reasonable and appropriate response; if a complaint is not upheld, the reasons for this will be given. The College will respect the need for a high degree of confidentiality, whilst at the same time ensuring anyone who has a complaint against them is informed of this. The time limits set out in the procedures will normally be followed, but if there are any delays the complainant will be kept informed of the progress.