



Dr D Y Patil Educational Enterprises Charitable Trust's

Dr D Y PATIL SCHOOL OF MANAGEMENT

(Approved by AICTE, New Delhi Recognized by Govt. of Maharashtra, Affiliated to Savitribai Phule Pune University)

AISHE Code: C-48357 DTE Code: MB6189 SPPU PUN Code: IMMP015810

(Accredited by NAAC)

Mechanisms for submission of online/offline students' grievances.

❖ Offline Mechanism:

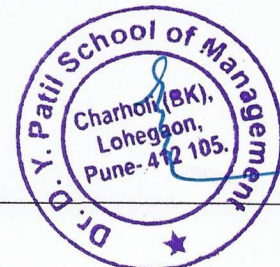
In fostering a supportive and conducive academic environment, it's imperative for institutes to provide avenues for students to voice their grievances and concerns. Recognizing the importance of offline feedback mechanisms, Dr D Y Patil School of Management has implemented a tangible solution: the installation of a complaint box situated prominently outside the director's office.

Purpose and Importance: The complaint box serves as a direct channel for students to express their grievances, feedback, or suggestions anonymously. Its placement outside the director's office underscores the seriousness with which the administration regards student concerns and emphasizes transparency in addressing issues.

Monitoring and Maintenance: Regular monitoring and maintenance are essential to ensure the complaint box remains functional and accessible. Institute staff periodically check the box to collect submissions, address any technical issues, and maintain confidentiality.

Benefits:

- **Anonymity:** Students have the freedom to express their concerns without fear of reprisal or judgment, fostering a culture of openness and trust.
- **Accessibility:** The physical presence of the complaint box in a central location ensures that all students, regardless of their background or circumstances, can access the feedback mechanism.
- **Timely Resolution:** By providing a direct avenue for student feedback, the institute can swiftly address grievances, implement necessary changes, and enhance the overall academic experience.
- **Demonstrated Commitment:** The installation of the complaint box demonstrates the institute's commitment to prioritizing student welfare and continuous improvement.





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The installation of a complaint box outside the director's office represents a proactive step towards enhancing student satisfaction and engagement. By facilitating offline feedback submission, [Institute Name] reaffirms its dedication to fostering a supportive and inclusive learning environment where every student's voice is heard and valued.



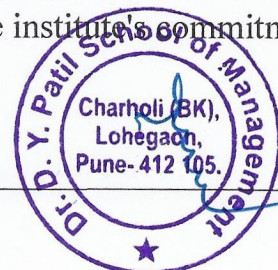
Complaint Box is installed at DYPSON as offline submission of any Student Grievance



❖ Online Mechanism

In today's digital age, facilitating online channels for students to express their grievances is paramount in ensuring their voices are heard promptly and their concerns addressed effectively. As part of our commitment to student welfare and continuous improvement, Dr D Y Patil School of Management has established a streamlined mechanism for online grievance submission via direct mailing to the concerned authority.

Direct Communication: Upon receiving a grievance email, the concerned authority acknowledges receipt promptly, reaffirming the institute's commitment





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to addressing student concerns in a timely manner. This initial acknowledgment assures students that their grievances have been received and are being taken seriously.

Immediate Action: Urgent grievances requiring immediate attention are prioritized for swift resolution. The concerned authority takes proactive measures to address the issue promptly, liaising with relevant departments or personnel to implement necessary actions and remedies.

Efficiency: Direct mailing enables prompt communication and resolution of grievances, minimizing delays and ensuring timely response and action.

Accessibility: Online grievance submission provides a convenient and accessible platform for students to voice their concerns from anywhere at any time, promoting inclusivity and participation.

Transparency: The direct communication between students and the concerned authority fosters transparency and accountability in the grievance resolution process, instilling confidence in students that their concerns are being taken seriously.

Timely Resolution: By prioritizing urgent grievances and taking immediate action, DYPSON demonstrates its commitment to addressing student concerns with urgency and effectiveness.

The establishment of a streamlined mechanism for online grievance submission via direct mailing underscores DYPSON's dedication to promoting student welfare and fostering a supportive learning environment. By providing students with a convenient and efficient channel to express their concerns and ensuring prompt resolution, we reaffirm our commitment to continuous improvement and excellence in education.

