



**BHARATI VIDYAPEETH**

**(Deemed To Be University)**

**SCHOOL OF PHYSIOTHERAPY, PUNE**

**Standard Operating Procedure (SOP) –  
Grievance Redressal Committee**

**Prepared on:** 15/03/2022

**Approved by IQAC:**

**Date of approval:**

**Committee Members:**

2	<b>Chairperson</b>	Dr. Swati Bhise (PT)
3	<b>Coordinator</b>	Dr. Neeraj Athavale (PT)
4	<b>Member</b>	Dr. Chetana Kunde (PT)
5	<b>Member</b>	Dr. Ruchita Killedar (PT)

**Purpose:**

The Grievance Redressal Committee of BVDU School of Physiotherapy Pune has been formed to settle grievances of students, their parents, and teachers up to a satisfactory level so as to create a healthy relationship amongst all stakeholders.

**Objectives:**

1. To develop an organizational framework to resolve grievances of students and other stakeholders.
2. To provide the stakeholders access to immediate hassle free recourse to have their grievances redressed.
3. To encourage the students to express their grievances or problems freely and frankly without any fear of being victimized.
4. To direct the stakeholder to the respective committee based on the nature of the grievance (e.g. sexual harassment to Visakha Committee etc.)
5. To ensure confidentiality of grievances reported.

**Scope:**

The committee deals with grievances received in writing from stakeholders about any of the following matters:

1. Academic matters (Other than exam related)
2. Financial matters

3. Other matters (food related, sanitation related, internal conflicts between students, victimization by teacher etc )

**Function:**

1. The cases will be attended promptly on receipt of written grievances from stakeholders.
2. The committee formally will review all cases and will document the same.
3. The committee will give quarterly report to IQAC.

**Composition of Committee:**

Chairperson: Principal

Coordinator: Teacher appointed by the Principal/ College council

Members: Teachers of all seniority – At least 1 Professor, 1 Associate Professor, 1 Lecturer

**Frequency of meetings:**

- Regular meeting: The committee will have 1 annual meeting at the end of academic year.
- Meetings may be called by Chairperson and coordinator as and when grievance is reported. All the committee members will be intimated prior to meeting.

**Accountability & Responsibility:**

**Chairperson:**

- Chairing committee meetings and therefore approving the minutes of meeting.
- Manage the activities of members of the committee for the purpose of achieving the objective of the committee.
- To declare final decision and approve decision regarding redressal of all grievances received.
- To review and approve quarterly report before submission to IQAC.

**Coordinator:**

- To arrange for meetings and maintain minutes of meeting.
- To maintain documentation of grievances and redressal process for each in written form.
- To prepare quarterly report and submit to IQAC after approval from Chairperson.
- To check complaint box on every Saturday.

- To direct the stakeholder to respective committee based on the nature of grievance (e.g. sexual harassment to Visakha Committee etc.)

**Members:**

- To participate in review of grievances and appropriately address the same.
- To give solutions for grievance redressal based on the nature of grievance.
- To encourage stakeholders to express their grievances freely.

**Standard Operating Procedures:**

**1. Inform stakeholders about Grievance Redressal**

- Notice board – Information regarding Grievance Redressal Committee including details of members, contact number, brief description of functioning and scope will be displayed on the college notice board.
- Website – The official website of BVDU School of Physiotherapy will display details of Grievance Redressal committee including details of members, contact number, brief description of functioning and scope.
- Students' orientation program – At the beginning of a new academic year, undergraduat students will be provided a brief overview of functioning of Grievance Redressal Committee as part of their respective introductory orientation program.
- Parent Teacher Association (PTA) meet - At the beginning of a new academic year, parents of undergraduate students will be provided a brief overview of functioning of Grievance Redressal Committee as part of their respective introductory Parent Teacher Association meeting.

**2. Lodging a complaint/ submission of grievance**

• **To coordinator:**

Aggrieved stakeholder must submit a dated and signed hard copy of grievance (Annexure A) to Coordinator of Grievance Redressal Committee.

• **Email:**

An email can be sent in the same format at [sopt.pune@bharativedyapeeth.edu](mailto:sopt.pune@bharativedyapeeth.edu)

• **Suggestion/ Complaint box:**

The aggrieved stakeholder can submit his/ her grievance in writing and drop it in the suggestion/ complaint box installed in the Institution (2<sup>nd</sup> floor). Coordinator will check the suggestion box every Saturday.

- The stakeholder who lodges the complaint must mention their name and course details/ designation as applicable. Anonymous forms will not be entertained. Only the Coordinator will have first-hand access to this information. If the aggrieved stakeholder wishes to remain anonymous, they must mention so in the complaint. In this scenario their name shall not be revealed to other committee members during grievance redressal process. As per committee decision if both sides must be heard together then anonymity cannot be maintained. If this is not acceptable to the aggrieved stakeholder then the grievance will be considered null and void.
- More than 1 stakeholder may lodge a complaint together. Details of all involved in the process of lodging complaint must be mentioned.
- Aggrieved students can also express their grievances to their mentor/ teachers. The concerned mentor/ teacher must guide the student regarding submission of grievance to the Grievance Committee.

### 3. Grievance redressal procedure

- The Coordinator must call a committee meeting within the next 2 working days of receipt of grievance in consultation with the Chairperson.
- As per the request of the stakeholder, their identity shall be kept anonymous.
- The nature and severity of the grievance shall be analyzed.
- Depending on the nature of the grievance it may be forwarded to respective Committee coordinator e.g. Anti-ragging/ Visakha/ etc. as per committee decision.
- Grievances to be redressed by the Grievance Committee will be discussed in the meeting. The aggrieved stakeholder will be given the opportunity to put forth their concerns. Final call will be taken by Chairperson
- If issue cannot be resolved by Grievance committee or if legal advice needs to be taken then Institute's legal advisor/ Ombudsperson will be contacted.
- On redressal of the grievance, decision will be conveyed to the stakeholder by Chairperson.

- **Closure of complaint:** The complaint shall be considered as closed when the grievant has received the communication regarding the final decision. The grievant must fill 'Complaint Closure Form'. (Annexure B)

#### **4. Reporting and documentation**

**Report preparation:** On redressal of grievance, a report of the same will be prepared by the coordinator. It will be reviewed and signed by Chairperson and all committee members

#### **Reference:**

- SOP Students Grievance Redressal mechanism MGM Institute of Health Sciences: Version 1
- SOP Of SMVITM

#### **Provision for revision:**

For revision/changes committee meeting to be called and the decision regarding the change to be made and get it approved by IQAC.

- Every 2 year
- As per new guidelines or notifications from BVDU
- With respect to any new observations

**Annexure: A**

**BVDU School of Physiotherapy Pune**

**Grievance Submission Form**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Contact Number: \_\_\_\_\_ Email id: \_\_\_\_\_

**Student:** FYBPTTh  SYBPTTh  TYBPTTh  Final BPTTh  Intern

**Faculty:** Designation: \_\_\_\_\_ Department: \_\_\_\_\_

**Parent:** Name of ward: \_\_\_\_\_ Year of Study: \_\_\_\_\_

**Complaint Information**

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Please describe the incident in detail :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If there are others who have witnessed the incident, please provide their name and phone number below:

\_\_\_\_\_  
\_\_\_\_\_

Is this the first time you have raised this concern about this person? Yes/ No

**Signature and Date:** \_\_\_\_\_

Do you wish to remain anonymous during grievance redressal process? Yes/ No

\*Note: If you choose to remain anonymous, your name will not be revealed during grievance redressal process. However, as per committee decision if both sides must be heard together then anonymity cannot be maintained. If this is not acceptable to the aggrieved stakeholder then the grievance will be considered null and void.

**Annexure: B**

**BVDU School of Physiotherapy, Pune**

**Complaint Closure Form**

Date of complaint submission: \_\_\_\_\_ Date of Complaint Redressal: \_\_\_\_\_


**Student:** FYBPTTh  SYBPTTh  TYBPTTh  Final BPTTh  Intern

**Faculty:** Designation: \_\_\_\_\_ Department: \_\_\_\_\_

**Parent:** Name of ward: \_\_\_\_\_ Year of Study: \_\_\_\_\_

I, Mr. / Ms. / Dr. \_\_\_\_\_, have provided my details above and hereby declare that I have got the redressal of my grievance to my satisfaction.

**Signature and Date:** \_\_\_\_\_

  
**PRINCIPAL**  
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