

Grievance Redressal Mechanism

1. Introduction

Cavalier Institutions is committed to maintaining a harmonious and transparent academic environment. In line with this commitment, the institution has established a Grievance Redressal Mechanism to ensure that all stakeholders—students, faculty, and staff—have a formal avenue to raise concerns, complaints, or grievances.

2. Objectives

- To provide a fair and impartial platform for grievance resolution.
- To address issues promptly, efficiently, and confidentially.
- To foster a respectful and accountable environment.

3. Scope

This mechanism applies to all types of grievances related to:

- Academic matters
- Administrative issues
- Harassment (including sexual harassment)
- Financial matters (fees, scholarships, refunds, etc.)
- Infrastructure and facilities
- Any other issue affecting the well-being of stakeholders

4. Grievance Redressal Committee (GRC)

SL No	MEMBERS	POSITION	Email id
1	Mr. Pankaj Kumar Mishra	CEO	pankaj@cavalierinstitutions.com
2	Prof. Supriyo Guha Roy	Dean-Academics	supriyo@cavalierinstitutions.com
3	Prof. Tharachandra Simha	Principal	tharachandra.simha@gmail.com
4	Prof. Jeena Rajesh.	HOD - BCA	jeenarajesh16@gmail.com
5	Mr. Sidanonado Yein	Hostel Warden	sidanonadoyein96@gmail.com
6	Ms. Harshitha. T	Student Member	harshithatilak2002@gmail.com
7	Ms. Basamma Mounesh Meti	Student Member	basammab001@gmail.com

5. Procedure for Filing Grievances

- Step 1: Grievance to be submitted in writing through the Grievance Redressal Form or via the official email: cavalierinstitutions.com
- Step 2: Acknowledgment of receipt within 2 working days.
- Step 3: Preliminary assessment by the GRC within 5 working days.
- Step 4: Hearing and discussion with relevant parties (if required).
- Step 5: Resolution and communication of the decision within 15 working days from the date of submission.

6. Modes of Submission

- Physical Drop Box: Located at Main Office
- Email: info@cavalierinstitutions.com

7. Confidentiality

All grievances will be handled with strict confidentiality. The identity of the complainant will not be disclosed without consent, except where legally necessary.

8. Prohibition of Retaliation

Any retaliation against a person who files a grievance in good faith is strictly prohibited and may result in disciplinary action.

9. Review and Appeal

If a party is not satisfied with the decision, an appeal may be made to the Appeals Committee within 7 working days.

10. Awareness

Information regarding this mechanism shall be disseminated through:

- Student Handbooks
- Orientation Programs

Approved by:

[Director's Name]

Director, Cavalier Institutions

Date: [Insert Date]