

Grievance Redressal Policy

The Grievance Redressal Policy is part of the overall quality management system at Accurate Business School. The objective of the Grievance Redressal Policy is to enhance stakeholder satisfaction by creating an environment that is open to feedback, grievances, resolving the grievances received and enabling the School to improve its services provided to students and other concerned students. Anyone with a genuine grievance may approach the coordinator or member of the Grievance Redressal Committee (GRC). Grievances may also be submitted through an online portal on the institute website or sent through e-mail to harendra.singh@accurate.in

Grievance Redressal Process

The committee redresses the grievances promptly and judiciously. Grievances of academic nature will be redressed within 7 days and non-academic within 14 days. The committee ensures the confidentiality of the aggrieved party and the objectivity of the investigators. Process of Grievance Redressal includes the following steps

Step 1 - All grievances to be submitted through the dedicated portal (on the ABS website) or sent through e-mail to harendra.singh@accurate.in

Step 2 – After the grievance is received, the Grievance Redressal Committee (GRC) meets and discusses the issue(s) of the aggrieved party and conducts a detailed investigation of the grievance.

Step 3 - The Grievance Redressal Committee (GRC) will propose the possible solutions to the Director for the final decision.

Step 4 - In case of dissatisfaction by the aggrieved party, the issue is referred to the Ombudsman's office. In this case, all the relevant information/documents need to be sent to the Ombudsman.

Step 5 – The final decision, whatsoever, to be communicated to the aggrieved party, and this would follow the closure of the grievance.

Grievance Redressal Committee (GRC)

| Name | Designation | Role in Committee |
|-----------------------|---------------------|-------------------|
| Mr. Harender singh | Assistant professor | Head – GRC |
| Ms. Annu Chauhan | Assistant professor | Coordinator |
| Mr. Shubham kr. Sajan | Assistant professor | Member |
| Ms. Shahnaz | Assistant professor | Member |
| Mr. Nikhil Bhardwaj | Assistant professor | Member |