SKILLSMANTRA - APPEAL & GRIEVANCE REDRESSAL

The function of the cell is to look into the complaints lodged by any student, Assessors, Training Partners and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Department members in person, or in consultation with the officer in-charge Grievance Cell. Grievances may also be sent through e-mail to the officer in-charge of Grievance Cell, call on the helpline number or by submitting the form on the contact-us section on the website.

Objective

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the assessors, training partners, candidates with the organization by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience .For grievance cell we had made one GRC (Grievance Redressal Committee),in which along with staff one legal counsel representative is appointed who is **Amit Dubey** contactable on **9993078296**

Grievance Redressal Committee Members:

S.no	Name	Designation
1	Smita Khandelwal	Head – Business Development
2	Monica Sharma	Head – Quality & Monitoring

Scope

The cell will deal with Grievances received in writing from the students, assessors, and training partner's etc. about any of the following matters: -

- Academic Matters: Related to issue during assessment by candidates related to assessors or training partners
- Financial Matters: Related to dues and payments of assessors
- Malpractices matters: Any malpractice issue related to assessors & complaint by Training partner
- Other Matters: Related to TOA's, related to marks, any harassment issues etc.

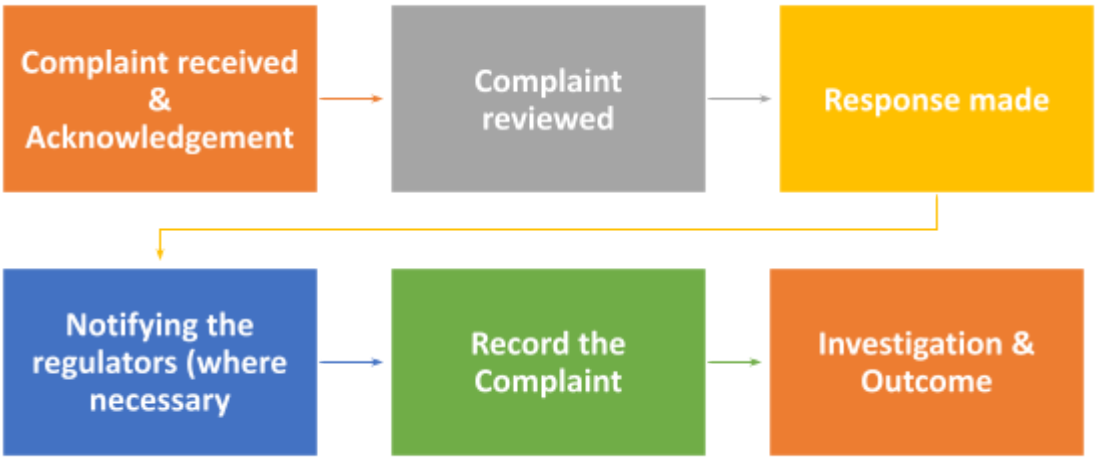
Procedure for Lodging Complaint

- The stakeholders may feel free to put up a grievance in writing on mail (email id available on website), by calling on helpline number (available on website) /or in the grievance form format available on the website.
    - HELPLINE NUMBER OF GRIEVANCE CELL - 7089129590
    - EMAIL OF GRIEVANCE CELL - info@skillsmantra.org

- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Complaint Procedure

If a Learner, assessor, training partner has a complaint they must follow complaints procedure in the first instance. Then, if they are not satisfied with the outcome of the internal process, they can refer to us. Skill Mantra is committed to offering a quality and customer orientated service, and feedback from Training Centres and Learners & Assessors on any issue will be most welcome. Where Skill Mantra receives a complaint, it is important that this is dealt with promptly and in line with AA procedures. Skill mantra procedure for complaints may involve the following actions:



- **Complaint Received & Acknowledgement**

  After receiving the complaint, we will contact the complainant positively within three working days of receiving the complaint by either phone/email or letter to acknowledge the complaint.

- **Complaint Review**

  We will review the information presented and decide whether it is appropriate to either:

  Bring the matter to the attention of the AA GRC Programme Director, asking them to investigate the complaint and to produce a written report on the outcome, or investigate the complaint directly; this investigation will be carried out by the Quality Manager/Auditor/Head of Skill Mantra. Consider whether the regulators should be notified of the matter.

- **Response Made**

  We will respond to the complainant by email or post within 15 working days, and will take the appropriate, preventative and/or corrective action required.

- **Notifying the Regulators**

  In cases where there could be an adverse effect e.g., cases with alleged fraud or serious threat to the integrity of Skill Mantra as an organization. We are required to escalate the matter immediately to the appropriate regulatory bodies.

- **Record the Complaint**

  The complaint needs to be recorded to ensure an audit trail, the complaint is recorded on skill mantra internal system and excel documents.

- **Investigation & outcome**

  Following a review of the complaint, it may be appropriate to investigate the matter in more detail. GRC committee will do this following the AA Investigation Procedure. Complainants will be informed as to the appropriate action taken/or to be taken and will be informed they can expect a response regarding the outcome within 15 days.

GRC committee roles, responsibilities and process has been given below

