



A.M. REDDY

Memorial College of Engineering and Technology
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2.5.1 (5) Grievance Compilation

Compiling grievances involves gathering, organizing, and documenting complaints or concerns raised by various stakeholders.

Received Complaints:

Establish clear channels for receiving grievances, such as designated email addresses, complaint forms, or dedicated personnel. Ensure accessibility and confidentiality to encourage stakeholders to come forward with their concerns.

Document Details:

Record detailed information about each grievance, including the nature of the complaint, the name and contact information of the complainant, relevant dates, and any supporting evidence provided.

Categorize Grievances:

Group similar grievances together based on common themes or issues. This categorization helps identify patterns and prioritize areas for resolution or improvement.

Assess Severity:

Evaluate the severity and urgency of each grievance to determine the appropriate response and level of priority. Some grievances may require immediate attention, while others can be addressed over a longer timeframe.

Investigate:

Conduct thorough investigations into each grievance, gathering additional information as needed and consulting relevant stakeholders or experts to assess the validity of the complaint.

Resolve or Escalate:

Take appropriate action to address each grievance, whether through direct resolution, mediation, policy changes, or disciplinary measures. For unresolved grievances or those requiring higher-level intervention, escalate them to the appropriate authorities or grievance redressal mechanisms.

Provide Feedback:

Keep complainants informed about the progress of their grievances and the outcomes of any investigations or actions taken. Providing timely feedback demonstrates transparency and accountability in the grievance handling process.

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