



Vision Flying Training Institute (VFTI)

STUDENT GRIEVANCE REDRESSAL POLICY

1. Introduction

Vision Flying Training Institute (VFTI) is committed to providing a fair, transparent, and supportive learning environment for all students and trainees. This policy establishes a formal mechanism for receiving, reviewing, and resolving student grievances.

2. Objectives

- To provide a clear and accessible grievance redressal mechanism.
- To ensure fair and timely handling of student complaints.
- To maintain transparency and confidentiality.
- To improve the quality of training and student support services.

3. Scope

This policy applies to all students and trainees of VFTI. It covers grievances related to training, instructors, facilities, administration, fees, discipline, and other institute-related matters.

4. Grievance Redressal Mechanism

Students may submit their grievances to the designated Grievance Officer through the institute's official communication channels. All grievances shall be recorded, reviewed, and addressed fairly.

The institute shall endeavour to provide an initial response within **7 working days** of receiving a grievance. The time required for final resolution may depend on the nature and complexity of the complaint.

5. Grievance Escalation Mechanism

Level 1: Grievance Officer

- **Name:** Pradeep Rawat
- **Designation:** Grievance Officer
- **Email:** PRADEEP.VFTI@GMAIL.COM
- **Response Timeline:** Within 7 working days

If the student is dissatisfied with the response or resolution, the grievance may be escalated to Level 2.

Level 2: Head of Grievance Redressal

- **Name:** Manoj Yadav
- **Designation:** Head of Grievance Redressal



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The Head of Grievance Redressal shall review escalated complaints and take appropriate action in accordance with institute policy and applicable regulations.

6. Roles and Responsibilities

The Grievance Redressal Team shall:

- Receive and acknowledge student grievances.
- Maintain records of complaints and actions taken.
- Review complaints fairly and impartially.
- Communicate decisions to the concerned students.
- Recommend corrective measures wherever necessary.

7. Confidentiality and Record Maintenance

All grievances shall be handled confidentially, subject to applicable legal requirements. Records of complaints, decisions, and corrective actions shall be maintained by the institute and made available to authorised personnel when required.

8. Prevention of Sexual Harassment (POSH) Policy

VFTI is committed to maintaining a safe, respectful, and professional learning and working environment. The institute shall ensure compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, wherever applicable.

8.1 Internal Committee (IC)

The following members are identified for inclusion in the Internal Committee, subject to formal appointment and compliance with applicable legal requirements.

S. No.	Name of Member	Designation	
1	Ms. Jalpa Meta	Admin	
2	Ms. Ketaki Prakash Lokhande	Dispatch Head	
3	Capt. Surem Murugesan	Chief Flying Instructor	
4	Mr. Abhay Kushwaha	Admin & Admission Head	

The Internal Committee shall receive and address complaints of sexual harassment in accordance with applicable law and maintain confidentiality throughout the process.

VFTI shall ensure that the Committee's formal constitution meets all applicable statutory requirements, including the prescribed Presiding Officer, member composition, and eligible external member.

9. Continuous Improvement

VFTI shall periodically review grievance records and student feedback to identify recurring concerns and improve its training, administration, facilities, and student support services.



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10. Policy Review

This policy shall be reviewed periodically and updated as necessary to remain aligned with applicable regulations and institute requirements.

Vision Flying Training Institute (VFTI)

Committed to fair grievance redressal, student welfare, and a safe learning environment.