

Mechanism for Redressal of Grievance

1. The aggrieved person- Student, parent ,teaching staff , non-teaching member or any other person may submit his/her complaint off-line in writing to the chair person /coordinator of the Grievance Redressal Committee
Alternatively he /she may submit it on-line on the Grievance Redressal Portal
Online Portal# smslucknow.edugrievance.com
2. Upon Receipt of complaint the Grievance Redressal Committee will convene a meeting and accord an impartial hearing to all the parties concerned in the matter brought to light.
3. After going through with all the deliberations, the Grievance Redressal Committee would submit a Report of its findings, and suggest the course of action to be taken.
4. The grievance Committee must submit a report of resolving the complaint with-in seven (7) working days.
5. The suggestions would then be forwarded to the Apex authority, the Director of the institute, for acceptance/ rejection/modification of the suggestions made in the Report of the Grievance Redressal Committee culminating in suitable action against the person/people involved in that particular case.


Director
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Lucknow