

FIREBIRD INSTITUTE OF RESEARCH IN MANAGEMENT

GRIEVANCE REDRESSAL MECHANISM POLICY DOCUMENT

The Firebird Institute of Research in Management upholds a robust grievance redressal system, ensuring fairness and trust across all stakeholder groups. The institute has constituted essential statutory bodies as follows

Grievance Redressal Committee (GRC)

The Grievance Redressal Committee is an essential body established at the Firebird Institute of Research in Management. The committee plays a crucial role in ensuring that grievances reported by students and faculty are addressed in a fair and timely manner.

Objective: To provide a transparent platform for students, faculty and other staff to register and address grievances fairly and promptly.

Composition: The committee comprises a senior academician, two experienced faculty members and students' representatives.

- Director
- Assistant Professor
- Librarian
- Three Student Representatives

Grievance Redressal Committee (2026-27)

S.NO	Name	Present Designation	Role	Mobile Number	E-mail ID
1	Dr. P. Srinivas Rao	Director	Chairman	9900936467	director@firebird.ac.in
2	Dr. K. Sangeetha	Associate Professor	Member	9791849152	sangeetha.k@firebird.ac.in
3	Mr Vinu Charles .T	Assistant Professor	Member	9489757889	vinucharles@firebird.ac.in

4	Mr.S. Rengaraju	Librarian	Member	9500850900	Librarian@firebird.ac.in
5	Ms. S. Sankara Tharani	Representative of Student	Member	8438188929	sankaratharani@firebird.net.in
6	Mr.Mohanavel V	Representative of Student	Member	9791394482	Mohanavel.v@firebird.net.in
7	Ms.Bhargavi B	Representative of Student	Member	9994614400	Bhargavi.b@firebird.net.in
8	Mr Jana.R	Representative of Student	Member	8838193447	janar@firebird.net.in

Key Responsibilities

The committee's key responsibilities include:

- The committee develops a comprehensive grievance policy and ensures it is publicly accessible to all stakeholders.
- Stakeholders are regularly educated about the available channels to report grievances (emails, online portal or in person).
- All grievances are thoroughly examined with impartiality, maintaining confidentiality and ensuring prompt resolution.
- The outcomes of grievance investigations are communicated to the concerned parties, and unresolved issues are escalated according to the established protocol.