



PIONEER FLYING ACADEMY

Student Grievance Redressal Procedure

Level 1 – Instructor (Informal Resolution)

- Discuss issue directly with instructor.
- Resolution within 3 working days.

Level 2 – DFI/CFI/Coordinator (Formal Complaint)

- Written complaint within 15 working days if not resolved by instructor.
- Acknowledgement within 2 days.
- Meeting within 5 days.
- Investigation within 7 days.
- Director approval required.
- Total timeline: 21 working days.

Level 3 – Grievance Redressal Committee (GRC)

- Appeal within 7 working days if not resolved at Level 2.
- GRC reviews case and submits recommendations.
- Director issues decision.
- Total timeline: 35 working days.

Level 4 – Final Appeal to Director

- Allowed only on procedural irregularity or new evidence.
- Director's decision final and binding (within 15 working days).
- Total timeline: 50 working days.

1. Special Provisions

Examination Matters

- Re-evaluation request within 5 days; decision within 10 days.

Flying Training Matters

- Progress check review within 3 days.
- Instructor change request decided within 7 days.
- Three extra sorties if failed in progress check
- Progress check within next 20-40 days

Emergency Grievances (Safety/Critical Milestones)

- Report within 24 hours.
- Resolution within 48 hours or immediate escalation to Director.

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2. Rights & Responsibilities

Trainee Rights

- Raise grievances without fear
- Fair hearing and confidentiality
- Right to appeal
- Right to be informed of outcomes

Trainee Responsibilities

- Provide accurate information
- Cooperate with inquiry
- Maintain confidentiality

Authority Responsibilities

- Act professionally and objectively
- Maintain records
- Complete actions within timelines
- Ensure non-retaliation

3. Record Keeping

- All complaints documented and stored confidentially.
- Central register maintained by Registrar.
- Records preserved for 5 years.

4. Monitoring & Review

- Quarterly review by Director.
- Annual policy review.
- Systemic improvements based on grievance trends.

5. Implementation & Amendments

- Effective from date of Director's approval.
- Applies to all existing and new grievances.
- Amendments require Director approval and Governing Council concurrence.

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Annexure I

ACADEMIC GRIEVANCE COMPLAINT SUBMISSION FORM

Reference Number: (To be filled by office) _____

Date of Submission: _____

TRAINEE DETAILS:

Name : _____

Batch Number : _____

Course : _____

Contact Number : _____

Email : _____

GRIEVANCE DETAILS:

1. Nature of Grievance (tick one):

- Ground Training
- Flying Training
- Simulator Training
- Examination/Assessment
- Course Progression
- Resources/Facilities
- Other (specify): _____

2. Date of Incident/Issue: _____

3. Detailed Description of Grievance: (Attach additional sheets if necessary)

4. Persons Involved (if applicable):

5. Supporting Evidence (attach documents/records):

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6. Previous Attempts at Resolution (if any):
7. Desired Resolution/Outcome:
8. Is confidential handling requested? [] Yes [] No
9. Declaration: I hereby declare that the information provided above is true and accurate to the best of my knowledge.

Date: _____

Signature of Trainee: _____

FOR OFFICIAL USE ONLY

Received by : _____

Date : _____

Acknowledged : _____

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