Ambitions Flying Club Pvt. Ltd.

1. Introduction

Ambitions Flying Club (AFC) is committed to maintaining a professional, inclusive, safe, and student-focused training environment. This Student Grievance Redressal Policy establishes a structured process through which students and trainees may raise concerns, seek clarification, and request a fair review of matters affecting their training experience, welfare, or dealings with the Club.

2. Purpose and Objectives

- Provide students with an accessible, impartial, and clearly defined channel for raising concerns.
- Ensure grievances are acknowledged, assessed, and addressed within reasonable and communicated timelines.
- Promote fairness, transparency, respectful communication, and procedural consistency.
- Protect complainants from intimidation, retaliation, or unfair treatment for raising a concern in good faith.
- Identify recurring issues and use feedback to improve training quality, administration, facilities, and student support.
- Support a culture of safety, accountability, and continuous improvement within AFC.

3. Scope

This policy applies to all students, trainees, and other learners enrolled with or receiving training from AFC. It covers concerns relating to flight or ground training, instructors and staff conduct, scheduling, facilities, administrative services, fees and payments, student records, discipline, communication, and other Club-related services. Matters governed by a separate statutory or specialised process will be referred to the appropriate mechanism where required.

4. Grievance Redressal Mechanism

Students can submit complaints to the Grievance Officer through AFC's designated channels. All concerns will be documented and handled impartially.

AFC aims to acknowledge grievances within 7 working days. Resolution timelines may vary depending on the complexity of the matter.

5. Grievance Level

1: Grievance Officer

- **Name:** Ms. Sakshi Jadhav
- **Designation:** Grievance Officer
- **Email:** jadhavvvsakshiii@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:** Manggal Hegde
- **Designation:** Head of Grievance Redressal

The designated senior authority at AFC will assess matters referred for further review and determine suitable measures in line with the Club's internal procedures and relevant legal requirements.

6. Roles and Responsibilities

- Receive and record grievances.
- Review complaints fairly.
- Communicate respectfully with students.
- Protect confidential information.
- Recommend appropriate corrective actions.
- Track complaints and provide updates.
- Refer matters to relevant authorities when required.

7. Confidentiality, Records, and Data Protection

AFC will handle grievance information discreetly and maintain records of submissions, review steps, decisions, and corrective actions in a secure manner. Access will be restricted to authorised persons with a legitimate need to know. Records will be retained in accordance with applicable law and AFC's record-management practices. Confidentiality cannot be guaranteed where disclosure is required for a fair investigation, safeguarding, statutory reporting, or other legal obligations.

8. **Prevention of Sexual Harassment (POSH) Policy**

AFC 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	Mr. Pankaj Patil	Accountable Manager
3	Capt. Adarsh Chauhan	Chief Flying Instructor
2	Mr. Vaishal Patel	Dispatch Head
4	Ms. Sakshi Jadhav	Admin & Admission Head

The Internal Committee will handle harassment-related complaints in accordance with applicable legal provisions while ensuring privacy and confidentiality. AFC will maintain the Committee in compliance with statutory guidelines, including requirements for its Presiding Officer, members, and external representative.

9.Continuous Improvement

AFC shall regularly review student grievances, feedback, and suggestions to identify recurring issues and areas requiring attention. These reviews will help the Club improve its training standards, administrative processes, infrastructure, facilities, and student support services. Necessary improvements and corrective measures will be implemented to ensure a better learning experience and maintain high standards of student satisfaction.

10. Policy Review

AFC shall periodically review this policy to ensure its continued relevance and effectiveness. Any necessary amendments will be made to reflect changes in applicable regulations, operational practices, and the Club's requirements, ensuring that the grievance redressal process remains effective and up to date.

AMBITIONS FLYING CLUB (AFC)

Committed to student welfare, quality aviation training, and maintaining a safe, respectful, and transparent learning environment.