

Cadet Grievance Redressal Policy – Skynex Aero Pvt Ltd

Grievance Redressal Mechanism for Cadets

Organization: Skynex Aero Pvt Ltd

Department: Training & Student Administration

Effective Date: 1st Jan 2026

Approved By: Accountable Manager

1. Purpose

To establish a formal, structured, and time-bound process for addressing grievances raised by cadets undergoing training at Skynex Aero Pvt Ltd, ensuring fairness, transparency, and accountability.

2. Scope

This policy applies to all cadets enrolled in:

- Ground School Training
- Simulator Training
- Flying Training

3. Definitions

Grievance: Any dissatisfaction or complaint related to training, administration, safety, or facilities.

4. Roles & Responsibilities

4.1 Assigned Instructor

- First point of contact
- Attempt immediate resolution
- Escalate if unresolved

4.2 Base Incharge

- Review escalated grievances
- Conduct preliminary investigation
- Ensure timely resolution

4.3 Head of Training

- Handle all training-related escalations
- Ensure compliance with training standards

4.4 Admin Executive

- Handle administrative grievances
- Coordinate with departments for resolution

4.5 Base Incharge – Student Administration

- Final escalation authority
- Ensure closure and documentation

5. Grievance Escalation Matrix

Level	Authority	Type of Issues	Mode	TAT
Level 1	Assigned Instructor	Training-related	Verbal/Written	2 Working Days
Level 2	Base Incharge	All issues	Written	3 Working Days
Level 3A	Head of Training	Training Issues	Written	5 Working Days
Level 3B	Admin Executive	Admin Issues	Written	5 Working Days
Level 4	Base Incharge – Student Administration	Final Review	Written	5–7 Working Days

6. Procedure

Step 1: Submission of Grievance

- Cadet raises concern to Assigned Instructor
- Can be verbal or written

Step 2: Initial Resolution

- Instructor attempts resolution within defined TAT

Step 3: Escalation

If unresolved:

- Escalate to Base Incharge
- Further escalate to HoT/Admin Executive depending on issue

Step 4: Final Escalation

- Escalate to Base Incharge – Student Administration
- Final decision issued

7. Exception Handling

Cadets may directly escalate to Level 3 or Level 4 in cases involving:

- Safety concerns
- Harassment or misconduct
- Regulatory violations

8. Documentation & Record Keeping

- Every grievance must be logged
- Unique ID to be assigned
- Maintain digital/physical records
- Track status until closure

9. Confidentiality & Non-Retaliation

- Strict confidentiality must be maintained
- No cadet shall face retaliation

10. Closure Criteria

A grievance is considered closed when:

- Resolution is communicated
- Cadet acknowledges OR
- Final decision is documented

11. Review Mechanism

- Monthly review by Training & Admin heads
- Identification of trends and corrective actions

4. Previous Escalation (if any)

- Details:

5. Supporting Documents

(Attach if applicable)

6. Cadet Declaration

I hereby declare that the information provided is true and accurate.

Signature: _____

Date: _____

For Official Use Only

- Grievance ID: _____
- Date Received: _____
- Assigned To: _____
- Action Taken:

- Resolution Date: _____
- Status:
 Open In Progress Closed
- Remarks:

Resolution Officer: _____

