



Flight Flying School Pvt Ltd

Human Resources Policy and Procedures Manual

2.9 Grievance Policy

2.9.1 Objective:

This policy lays down the procedure by which the employees and students of FSTC Flying School (hereinafter referred to as "FSTC FSPL") will address their grievances/complaints arising out of employment or enrolment, including those related to unfair treatment, unsatisfactory working/learning conditions, or wrongful application of rules, regulations, or academic/employment conditions.

2.9.2 Intent:

To address employee and student grievances and explain the process for redressal through appropriate channels and escalation mechanisms..

2.9.3 Applicability:

This policy is applicable to:

- a) All employees in regular employment of the company.
- b) All students/trainees enrolled in any course or program at FSTC FSPL

All such employees or students having grievances/complaints arising out of unfair treatment, unsatisfactory working or learning conditions, and wrongful application of policies, rules, or codes of conduct, will be able to redress their concerns through the procedures laid out below:

- This procedure cannot be used for appeals against disciplinary action.
- This is not applicable for collective grievances related to wages/salaries or mass complaints.
- Any grievance related to fraud, suspected fraud, sexual harassment, or code of conduct violation will be handled under the respective policies: Whistle-blower Policy or Prevention of Sexual Harassment (POSH) Policy.

2.9.4 Employee Grievance Procedure (EGP):

Level 1: Initial Redressal

- The aggrieved employee should raise their concern orally, followed by a written complaint to the designated Level 1 representative (usually their immediate manager).
- The Level 1 representative must:
 - Personally meet the employee to understand the issue.
 - Record the grievance in the Grievance Register (with date, time, and details).
 - Notify the HR Officer and attempt resolution within 7 working days.

Level 2: Escalation

- If unresolved at Level 1, the employee may escalate the grievance in writing (using **Form-I**) to the **Level 2 representative** through Level 1.
- Level 1 will document the action taken so far in the same form.
- The Level 2 representative will:
 - Review all records and meet involved parties.
 - Consult relevant stakeholders.
 - Provide a written resolution within **10 working days**.



Flight Flying School Pvt Ltd

Human Resources Policy and Procedures Manual

Level 3: Final Appeal

- If still unsatisfied, the employee may escalate to the Level 3 representative via email.
- The Level 3 representative will:
 - Conduct a final review.
 - Issue a written decision within 10 working days.
 - This decision will be considered final and binding.

Note: If the grievance concerns someone at Level 1 or 2, the employee may escalate directly to the next level. Managers and department heads may also escalate their concerns to their respective superiors.

Employee Grievance Committee (EGC):

Level	Name	Designation	Email ID
Level 1	Athar Nazer Qureshi	Manager - HR	athar.gureshi@fstc.in
Level 2	Ashish Vijay	Group Head - CHR	ashish.vijay@fstc.in
Level 3	Vineet Sood	Advisor to MD	vineet.sood@fstc.in

The committee ensures impartial resolution, tracks pending cases, and maintains documentation for compliance purposes.

2.9.5 Student Grievance Procedure (SGP)

Level 1: Initial Redressal

- The student must raise the grievance to the Level 1 representative, verbally or in writing, with necessary details.
- The representative will:
 - Log the grievance in the system.
 - Investigate the issue and respond within 7 working days.

Level 2: Escalation

- If unsatisfied, the student may escalate to the Level 2 representative by submitting a written complaint.
- Level 2 will:
 - Review the matter with involved faculty or staff.
 - Deliver a written resolution within 10 working days.

Level 3: Final Appeal

- If the issue remains unresolved, the student may approach the Level 3 representative.
- The Level 3 representative will:
 - Conduct a final review.
 - Provide a binding resolution within 10 working days.



Flight Flying School Pvt Ltd

Human Resources Policy and Procedures Manual

Students should follow the stepwise approach unless the complaint directly involves someone at the current level.

Student Grievance Committee (SGC) @ Flying Bases

➤ Bhiwani

Level	Name	Designation	Email ID
Level 1	Mukesh / Sombir	Executive – Administration	admin.bhiwani@fstcfto.in
Level 2	Dipanshu Khatri	Dy. Chief Flight Instructor	dipanshu@fstcfto.in
Level 3	Ajay Grover	Director - Training & Operations	Ajay.Grover@fstcfto.in

➤ Narnaul

Level	Name	Designation	Email ID
Level 1	Sanjay Kumar	Sr. Executive - Administration	admin.narnaul@fstcfto.in
Level 2	Syed Mohammad Ashraf Salam	Chief Flight Instructor	cfi@fstcfto.in
Level 3	Kunal Sethi	Manager - Operations	Kunal.Sethi@fstcfto.in

The committee ensures timely handling of academic and administrative grievances. Reports are submitted to the management on a quarterly basis.
