



# AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar P.O., Thrissur-680 555, Kerala, India.

Website : [www.amalanursingcollege.org](http://www.amalanursingcollege.org)

**FIRST CYCLE NAAC ACCREDITATION 2022**

## CRITERION 5

### STUDENT SUPPORT AND PROGRESSION

#### 5.1 Student Support

*5.1.5 Adoption of Guidelines of Regulatory Bodies-  
Student Grievance Redressal Policy*

*Submitted to*



**THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL**

# **STUDENT GRIEVANCE REDRESSAL POLICY**





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## STUDENT GRIEVANCE REDRESSAL POLICY

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## INTRODUCTION

Grievance redressal policy aims to bring about the rapid resolution of grievances, in a transparent manner, within the prescribed timeframe. The objective of the student's Grievance Redressal Policy is to develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institution. A grievance can be relevant to any incident involving another student, administrator, or faculty member in the College and grievance may deal with academic issues or other circumstances involving alleged, unfair or irresponsible behavior including violations of department or college policies. Proper redressal of grievances is happening only in the presence of policy.

It shall be the duty of the members to ensure that there is appropriate grievance redressal going on. The committee is to ensure that there is no discrimination among students based on caste or creed, gender, or any other reason. The student is to be assured of no discrimination, unfair evaluation practice or harassment, and victimization. The main objectives include listening to student grievances and providing solutions, promoting cordial relationships among students and & teachers also.

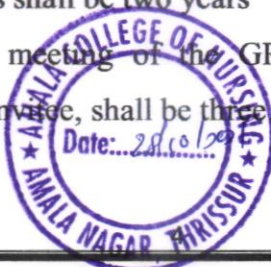


  
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## STUDENT GRIEVANCE REDRESSAL POLICY

The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment

- I. A complaint from an aggrieved student relating to a college shall be addressed to the collegiate student grievance redressal committee.
- II. The functions of the committee are to provide opportunities for redress of certain grievances made by aggrieved students in respect to the unfair practices of the institutions, discriminations of students by the caste, any kind of physical or mental harassment of students, irregularity in the admission process etc.
- III. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person with written complaint.
- IV. In case the person is unwilling to appear in self, grievances may be sent in writing (to grievance box) or by email. No action shall be taken unless the complaint is received in writing in prescribed format.
- V. Members of student Grievance Redressal Committee whose composition would be as follows:
  - a. Chairperson - Principal of the college
  - b. Members- 3 senior members of the teaching faculty to be nominated by the principal
  - c. Special Invitee- A representative from students of the college to be nominated by the principal based on academic merit/excellence in sports/performance in co- curricular activities.
- VI. Tenure of the members shall be two years
- VII. The quorum for the meeting of the GRC including the chair person, but excluding the special invitee, shall be three



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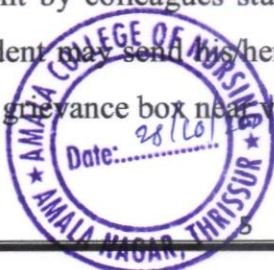


- VIII. Keep a record of all the complaints received and categorize each for resolution
- IX. All complaints should be taken seriously, investigate and resolve the issues as quickly as possible.
- X. The grievance of the student should be promptly handled and necessary action must be taken immediately
- XI. The GRC will take up only those matters which have not been solved by the respective departments/ class teachers, or those problems which are not concerning the departments.
- XII. The Committee shall meet, with prior information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case. Committee is the final authority to take an appropriate action about the complaint.
- XIII. The GRC shall consider the recommendations of the relevant departments but has the power to review decisions taken by them.
- XIV. Grievance handling procedure should be simple, definite and prompt.
- XV. The GRC shall send a report and recommendations to the head of the institute within 15 working days of the receipt of the complaint.

## STUDENTS GRIEVANCE REDRESSAL CELL/COMMITTEE

### INTRODUCTION

Amala college of nursing has a student grievance redressal mechanism; the students approach the cell to voice their grievances regarding academic and non-academic matters, grievance related to assessment, victimization, attendance, charging of fees, conducting of examination, harassment by colleagues students or teachers, health services, library and other services. A student may send his/her grievance to the principal over writing/e mail or put the note in the grievance box near visitor's area.



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## **Aim**

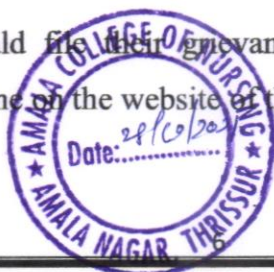
The Student's Grievance Cell (SGC) desires to promote and maintain a conducive and unprejudiced educational environment. The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College.

## **Objectives**

1. Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-Teacher relationship.
2. Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
3. A grievance box is installed in front of the visitor's room in which the students, who want to remain anonymous, put it in writing their grievance and their suggestions for improving the academic/administration in the college.
4. Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Advising all the Students to refrain from inciting Students against other Students, teachers and College administration
6. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

## **RULES AND GUIDELINES**

1. The committee will deals with all genuine grievances of learners of the college.
2. Receiving all types of grievance from students related to academic and non-academic nature
3. All complaints should file their grievances either by writing in paper to the committee or by online on the website of the college.



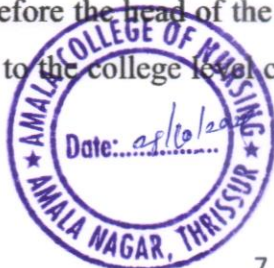
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4. In case the person is unwilling to appear in self ,grievances may be sent in writing to grievance box, a box marked 'Grievance Box' is placed on the first floor, in front of library, student may put in their case/concern with name, date and class in the grievance box. Confidentiality and privacy is maintained
5. Enquire and discuss about grievances and inform the action taken to the concern students.
6. The committee will meet at least twice in a year or as when it is necessary to resolve the grievances
7. Give recommendations to principal for the smooth academic maintenance of campus.
8. Refer the grievances which cannot be solved by the committee to college council
9. The principal may recommend appropriate action against the complaint, where a complaint is found to be false or frivolous.
10. Keep a record of all of the complaints received and keep the file copies of all documents related to the complaints and details of the committee meeting include agenda and minutes of the meetings, Grievances/complaints received with date, solution offered and letter of acceptance from the aggrieved, reasons for transferring a grievance to the higher level with transferring date
11. The term of the members of the committee shall be of two years.
12. Send annual report to Dean Student affairs

### **MECHANISM FOR GRIEVANCE REDRESSAL**

An aggrieved student who has any grievances shall make an application first to the class coordinator/mentor. They after verifying the facts shall try to readdress the grievance within a reasonable time, preferably within a week of the receipt of the complaint. If the student is not satisfied with the verdict or solution of the class coordinator/mentor, then same should be placed before the head of the institution(Principal).The principal shall, if necessary refer the same to the college level committee(students grievance redressal cell) for redressal.



The college level committee, in turn, shall verify the facts and try to redress the grievance within a reasonable time, preferably within week. Keep a record of all of the complaints received and categorize each for resolution

#### **STANDARD OPERATING PROCEDURE**

- Receive and briefly describe the general nature of the complaint
- Acknowledge dissatisfaction and focus attention on grievances. Categorize each for resolution
- All complaints should be taken seriously and addressed immediately
- Efforts should be taken to get the relevant facts behind the grievance
- Analyzing the facts, after taking in to consideration the economic, social, psychological and legal issues involved in it
- Take an appropriate decision after a careful consideration of all the facts
- Decision taken must be followed up earnestly. They should be promptly communicating to the aggrieved student. Whatever the decision, it should be followed up in order to determine whether the issue has been closed or not.
- Keep a record of all of the complaints received and keep the file copies of all documents related to the complaint.

#### **AMENDMENT, MODIFICATION OR VARIATION**

These terms of reference may be amended, varied or modified in writing after consultation and agreement by advisory group members



**Principal**

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