



AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

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

Website : www.amalanursingcollege.org

FIRST CYCLE NAAC ACCREDITATION 2022

CRITERION 5

STUDENT SUPPORT AND PROGRESSION

5.1 Student Support

*5.1.5 Mechanism for Student Grievance Redressal
Committee*

Submitted to



THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL



AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

Amala Nagar, Thrissur - 680 555, Kerala

Affiliated to Kerala University of Health Sciences and recognized by Kerala Nurses and Midwives Council & Indian Nursing Council
(Certificate No. 18-16/2893-INC)

MECHANISM FOR STUDENT GRIEVANCE REDRESSAL

ONLINE

Submit your Grievance through website : www.amalanursingcollege.org

Step to Follow:

1. Login to the website www.amalanursingcollege.org
2. Go to the Grievance Redressal Portal (Student Life → Grievance Redressal Cell)
3. Fill up online Grievance Form and Submit

OFFLINE

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 redress 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 fact
- 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.




Principal

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