

01.06.2023

GRIEVANCE REDRESSAL COMMITTEE

POLICY AND GUIDELINES

1. Introduction

A Grievance Redressal System is an essential mechanism in an academic institution to ensure fairness, transparency, and accountability. The Dental College is committed to providing a safe, respectful, and supportive environment for students, faculty, staff, and patients.

The Grievance Redressal Committee (GRC) functions to address complaints and grievances

2. Objectives

1. To provide a formal mechanism for addressing grievances.
2. To ensure fair and transparent resolution of complaints.
3. To promote harmonious relationships among students, faculty, staff, and patients.
4. To prevent harassment, discrimination, and unfair practices.
5. To ensure timely resolution of grievances.

3. Scope

The committee addresses grievances related to:

- Student grievances (academic, clinical training, facilities, discipline).
- Patient grievances related to dental care and hospital services.
- Teaching and non-teaching staff grievances.
- Examination-related grievances.
- Parent–Teacher Association (PTA) concerns.
- Any other institutional issues affecting stakeholders.

Issues related to **sexual harassment** are referred to the **Internal Complaints Committee (ICC)** as per applicable regulations.

4. Composition of the Grievance Redressal Committee

The committee shall be constituted by the Principal/Head of Institution.

Core Committee

1. Director
2. Principal
3. IQAC co-ordinator
4. Administrative Officer
5. Committee co-ordinator
6. Minutes of meeting incharge
7. SSGP Nodal officer
8. Incharges
 - Internal Complaints Committee
 - Patient grievance
 - Teaching staff grievance
 - Non teaching staff grievance
 - Internal Exam grievance
9. Member from PTA

Separate subcommittees function under the main committee.

5. Sub Committees Under Grievance System

1. Internal Complaints Committee (ICC)
2. Patient Grievance Committee
3. Student Grievance Committee
4. Teaching Faculty Grievance Committee
5. Non-Teaching Staff Grievance Committee
6. Internal Examination Grievance Committee
7. PTA Grievance Committee

6. Functions of the Grievance Redressal Committee

1. To receive and register grievances from students, patients, faculty, staff, and other stakeholders.
2. To examine and review complaints in a fair, transparent, and unbiased manner.
3. To conduct necessary inquiry or investigation by collecting relevant information and statements from concerned parties.
4. To ensure a fair hearing for both the complainant and the respondent before arriving at a decision.
5. To recommend appropriate corrective measures or actions to the competent authority for resolution of grievances.
6. To maintain proper records and documentation of grievances received, inquiries conducted, and actions taken.
7. To monitor implementation of the committee's recommendations and promote a healthy institutional environment.

7. Grievance Submission Mechanisms

Complaints may be submitted through:

- Written application
- Email to grievance cell (grievance@aadac.ac.in)
- Complaint box
- Online grievance portal
- Direct meeting with concerned committees

8. Grievance Redressal Procedure

1. Submission of complaint (a **written complaint, grievance form, complaint box, or online submission.**)
2. Acknowledgement within 3 days
3. Preliminary review by the committee

4. Investigation / discussion
5. Resolution
6. Communication to complainant
7. Documentation and record keeping

9. Confidentiality

All grievances will be treated with strict confidentiality to protect the dignity and privacy of all individuals involved.

10. Appeal Mechanism

If the complainant is not satisfied with the decision:

- Appeal may be submitted to the Principal/Management within 15 days.
- The decision of the higher authority shall be final.

11. Record Maintenance

The grievance cell shall maintain records of:

- Nature of complaint
- Action taken
- Resolution time
- Follow-up measures

12. Monitoring and Review

- The committee shall periodically review grievances received and recommend corrective measures to improve institutional policies, academic processes, and patient care services




Prof. Dr. Shiny Joseph
Principal
Al-Azhar Dental College
Thodupuzha - 685 605

GRIEVANCE REDRESSAL SYSTEM

