



AL-AZHAR DENTAL COLLEGE

(APPROVED BY DENTAL COUNCIL OF INDIA
& AFFILIATED TO KERALA UNIVERSITY OF HEALTH SCIENCE)
RUN BY NOORUL ISLAM TRUST
Perumpillichira P. O., Thodupuzha, Idukki Dt., Kerala - 685 605
URL: <http://www.alazhardental.org> E-mail- alazhardentalcollege@gmail.com

Office : 04862 - 224366
Chairman : 04862-229193
: 9447033439
Fax : 04862 - 229586

Date 29-05-2018

STUDENTS GRIEVANCE REDRESSAL CELL POLICY

The objective of the Students Grievance Redressal cell is to receive and address complaints made by students regarding any academic or non-academic issues within the campus. The cell can be accessed through online platforms or by using the grievance box. The formation of the Grievance Redressal committee at Al Azhar Dental college in Thodupuzha complies with the regulations set forth by the University Grants Commission (UGC) Act of 1956, Section 26, Subsection 1, and the UGC Regulations of 2012 and 2018.

The main objectives of the Grievance Redressal committee are as follows:

- To ensure a fair and transparent process for addressing grievances of the students and other stakeholders of the institution.
- To provide a platform for students to voice their grievances related to academic and non-academic matters, and to ensure that their complaints are addressed in a timely and effective manner.
- To foster a positive and healthy environment within the institution, where students feel comfortable expressing their concerns and feedback.
- To ensure that all stakeholders are aware of their rights and responsibilities, and that they understand the procedures for filing complaints and grievances.
- To promote a culture of continuous improvement within the institution, where feedback from students and other stakeholders is taken seriously and used to improve the quality of education and services.
- To maintain a convenient ambience of academic teaching and learning by addressing the grievances of the students and other stakeholders in a satisfactory manner.

Overall, the Grievance Redressal committee is committed to providing a supportive and responsive environment for students and other stakeholders, and to ensure that their grievances are addressed in a fair and timely manner.



Prof. Dr. Harvey Thomas MDS
Principal
Al-Azhar Dental College
Thodupuzha 685 605

FUNCTIONS:

1. Accepting written grievances from students and staff related to the system.
2. Creating and implementing a mechanism to handle the reported grievances.
3. Forwarding the findings to the management if necessary for further action.
4. Listening, recording, and scrutinizing the grievances submitted by the staff and students and taking necessary steps immediately.
5. Attending to the grievances based on the authenticity and gravity of the criticisms made.
6. Representing the grievances to the concerned section, which may include maintenance, transport, academic, amenities, etc.
7. Convening periodic meetings to discuss whether the grievances have been settled.
8. Making a follow-up of these matters at regular intervals till their final disposal.
9. Maintaining strict confidentiality, if necessary.

ISSUES COMING UNDER GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee deals with grievances related to both academic and non-academic issues.

The academic grievances may include admission, tuition fees, examinations, results, discrimination of students, postings, attendance, stipend, and clinical work.

The non-academic grievances may include harassment by students and faculty, hostel issues, mess problems, and other personal problems. Other personal problems, including but not limited to mental health issues, safety and security concerns, transportation issues, and any other non-academic issues that may affect the well-being and academic progress of the students.

MECHANISM OF RECEIVING AND REDRESSAL OF GRIEVANCES:

1. Complaint boxes have been installed in college campus which students want to remain anonymous: This provides an option for students to submit their grievances without revealing their identity.
2. Students can send complaints online or offline: This allows students to submit their grievances through various modes, making it easier for them to communicate their concerns.



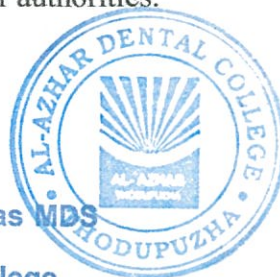
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3. Person concerned can personally approach any member of the cell: This gives students and staff the option to approach members of the Grievance Redressal Committee directly to discuss their grievances.
4. Review all grievances and follow the UGC guidelines while resolving grievances: The Grievance Redressal Committee is responsible for reviewing all grievances and following the guidelines set by the UGC (University Grants Commission) to ensure that the complaints are addressed effectively.
5. Grievance Redressal Committee shall consider only individual grievances of students and staff: The Committee will consider only those grievances that are related to individual students or staff and not those that are of general applicability or collective nature.
6. Grievance Redressal Committee shall not consider any grievances of general applicability or of collective nature by the employee or student: This means that the Committee will not address grievances that are of general concern or those that affect a group of students or staff members.
7. Post receipt of complaint application, the committee will decide on the merit of the case regarding scope of further discussion, investigation and act promptly: The Committee will review the complaint and decide whether further investigation is required. They will act promptly to ensure that the grievance is addressed in a timely manner.
8. Grievance Redressal Committee will mediate between the complaint and the defendant against whom the complaint has been made: The Committee will act as a mediator between the complainant and the defendant to resolve the issue amicably.
9. Grievance Redressal Committee shall consider redressing of grievances within a reasonable time: The Committee will make every effort to address the grievances in a reasonable time frame.
10. The Committee will give a report to the authority about the cases attended and seek guidance from the higher authority: The Committee will submit a report to the authority about the grievances they have addressed and seek guidance from the higher authority if necessary.

The institution has a continuous mentor-mentee program in place where every student is assigned a mentor. The mentors meet with their mentees once a month to discuss their academic and non-academic concerns. These concerns are recorded and monitored by the mentor, and any unresolved issues are escalated to higher authorities.

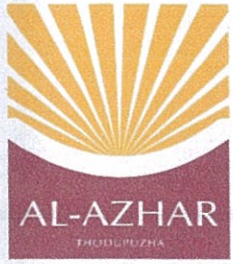
Dr. Harley Thomas
Dr. Harley Thomas

Prof. Dr. Harley Thomas MDS
Principal
Al-Azhar Dental College



Prof. Dr. V.A. Afzal

Prof. Dr. V.A. AFZAL., M.D.S.
Principal
Al-Azhar Dental College
Perumpillichira P.O., Thodupuzha-685 605



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Off : 04862 224366
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GRIEVANCE REDRESSAL FORM

Name of the student

Year

Course

Signature

Date

To be filled by the Grievance Redressal committee

1) Complaint received

2) Comments of GRC

Signature

Date



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STUDENTS GRIEVANCE REDRESSAL FORM

The form is to be submitted by the student to the Grievance Redressal cell .

Type of complaint (tick the appropriate option)	Provide the specific details of the complaint
A. Admission policy B. Prospectus C. Certificate denial D. Fees related E. Reservation F. Discrimination of students G. Scholarships H. Examination and results I. Student amenities J. Teaching K. Evaluation process L. Posting M. Attendance N. Stipend O. Clinical work P. Any harassment by a colleague/ faculty or non- teaching staff Q. Hostel issues R. Mess problems S. Any other personal problems	

PARTICULARS OF THE STUDENTS (TO BE FILLED BY THE CANDIDATE)	
NAME OF STUDENT / Anonymous	
YEAR	
COURSE	
SIGNATURE AND DATE	

To be filled by the Office of Grievance Redressal Committee

1. Complaint received on : Date –
2. Comments of Grievance Redressal cell

Signature

Date



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