Grievance Redressal Committee – Policy

Annoor Dental College & Hospital, Muvattupuzha

1. Preamble

Annoor Dental College & Hospital believes that every student has the right to raise a concern and have it heard fairly. The Grievance Redressal Committee, headed by the Principal, gives students a formal, impartial and confidential way to seek a remedy. This policy sets out its purpose, structure and procedure.

2. Objectives

- To give every student a fair and accessible channel for complaints.
- To resolve grievances promptly, impartially and with respect for all parties.
- To protect students who raise concerns from any retaliation.
- To identify recurring problems and recommend improvements to the college.

3. Scope

This policy covers all students of the college: BDS students, interns, MDS (postgraduate) students and students on supplementary or repeat batches. It covers grievances on academics, examinations, fees, facilities, hostel and campus life, staff or student conduct, harassment, discrimination and any other matter affecting a student.

4. Constitution of the Committee

- **Head (Chairperson):** the Principal.
- **Members:** the Head of the Student Welfare Committee / Student Support Cell, senior faculty members, a woman faculty member, and a student representative.
- **Member Secretary:** a faculty member nominated by the Principal, who keeps the records.

- **Term:** one academic year; members may be renominated. The list of members is displayed on the college notice board.

5. Functions and Responsibilities

1. Receive and examine grievances from students.
2. Hear all parties fairly and gather the facts.
3. Decide on the remedy or action, and tell the student the outcome.
4. Handle appeals against decisions of the Student Welfare Committee / Student Support Cell.
5. Refer serious matters, such as ragging or sexual harassment, to the relevant statutory committee or authority.
6. Report matters to the university as set out in this policy.
7. Review grievances once a year and recommend preventive measures.

6. Grievance Procedure

1. **Submission:** a student may submit a complaint in writing to the Principal's office, through the complaint box, by email, or through the Student Welfare Committee / Student Support Cell.
2. **Acknowledgement:** the Member Secretary acknowledges the complaint promptly and enters it in the grievance register.
3. **Hearing:** the Committee hears the student and any other person concerned, and may ask for documents or statements.
4. **Decision:** the Committee gives its decision in writing, ideally within 15 working days of receiving the complaint.
5. **Appeal:** a student who is not satisfied may make a written appeal to the university.

7. Reporting to the University

All matters regarding students are reported to the university, including any untoward event.

- The Principal reports student matters to the university.

- Any untoward event involving a student, such as an accident, injury, ragging, harassment, serious misconduct or a health emergency, is reported to the university without delay.
- A copy of each report is kept in the Committee's records.

8. Confidentiality and Non-Retaliation

All complaints and personal information are handled in confidence and shared only with those who need to know. No student will face any penalty or disadvantage for raising a concern in good faith.

9. Meetings and Records

- The Committee meets whenever a grievance is received, and at least once every term.
- The grievance register, hearing notes and decisions are kept securely by the Member Secretary.
- An annual report of grievances received and resolved is submitted to the university or management as required.

10. Review of the Policy

This policy is reviewed every year by the Committee, and changes take effect once approved by the Principal.