



AMALA COLLEGE OF NURSING

(An undertaking of Amala Cancer Hospital Society)

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

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. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person with written complaint.
- II. No action shall be taken unless the complaint is received in writing in prescribed format.
- III. In case the person is unwilling to appear in self, grievances may be sent in writing (to grievance box) or by email. Grievance Redressal Committee whose composition would be as follows:
 - a. Principal of the college- Chairperson
 - b. 2 senior faculty members selected by the principal
- IV. Tenure of the members shall be two years
- V. The quorum for the meeting shall be two including the principal.
- VI. The GRC will act upon those cases which have been forwarded along with the necessary documents
- VII. The committee shall follow principles of natural justice while considering grievances of students.
- VIII. 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.
- IX. 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.
- X. The GRC shall consider the recommendations of the relevant departments but has the power to review decisions taken by them
- XI. The GRC shall send a report and recommendations to the head of the institute within 15 working days of the receipt of the complaint.