



NARAYANA COLLEGE OF NURSING

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STUDENT GRIEVANCE REDRESSAL POLICY

TITLE	Student Grievance Redressal Policy		
Policy No.	35	Issue No	04
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Purpose: The purpose of this policy is to provide a transparent, fair, and effective mechanism for resolving grievances of students, faculty, and staff at Narayana College of Nursing. The policy aims to address concerns promptly and ensure a harmonious and conducive environment within the institution.

Scope

This policy applies to all students, faculty members, administrative staff, and other employees associated with Narayana College of Nursing. It covers grievances related to academic issues, administrative processes, and any other institutional matters impacting individuals' well-being and performance.

Grievance Redressal Committee (GRC) Constitution

The GRC shall consist of:

- **Chairperson:** A senior faculty member appointed by the Principal.
- **Members:**
 - Two faculty members (one male and one female, if possible) from different departments.
 - A senior administrative staff representative.
 - A student representative (nominated annually).
 - An external member, if deemed necessary, who is familiar with educational or grievance redressal issues.

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Roles and Responsibilities of the GRC

- **Receiving Complaints:** The GRC shall accept grievances in writing, either directly or through a designated online or offline submission system.
- **Mediation and Guidance:** Where possible, the GRC will mediate minor issues informally to facilitate quick resolutions.
- **Investigation and Inquiry:** Conduct thorough, impartial investigations of grievances and consult relevant parties as needed.
- **Decision-Making:** Make recommendations to resolve grievances fairly and communicate these recommendations to the relevant authorities.
- **Policy Improvement:** Provide feedback to the administration to help improve institutional policies and processes.

Grievance Submission Procedure

- Complainants must submit a written grievance to the GRC within 30 days of the incident. Grievances can be submitted through the designated grievance form or online portal.
- The GRC will acknowledge receipt of the grievance within 7 days and inform the complainant of the expected timeline for investigation.
- Preliminary screening will determine whether the grievance falls within the GRC's purview. If applicable, it will proceed to full investigation; otherwise, it may be referred to the appropriate department.
- During the investigation, both the complainant and respondent will have opportunities to present their sides, submit relevant documents, and suggest witnesses.
- The GRC shall aim to complete the investigation within 45 days from the date of the complaint's receipt.

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Resolution and Recommendations

Upon completing the investigation, the GRC will prepare a report with findings and submit it to the Principal. The report may include:

- Suggested actions or disciplinary measures (if warranted) against the respondent.
- Recommendations for the complainant's support, such as counseling, academic support, or adjustments to work or study environments.
- Proposals to improve college policies or practices based on insights from the grievance.

Appeals

If either the complainant or the respondent is dissatisfied with the GRC's decision, they may submit an appeal in writing within 15 days of receiving the decision. Appeals will be reviewed by a designated appeals committee or authority appointed by the college administration.

Confidentiality

- All grievance proceedings will be handled confidentially to respect the privacy of involved parties.

Policy Review and Updates

The GRC policy shall be reviewed biannually or as required to ensure alignment with institutional goals and legal standards.

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GRIEVANCE REDRESSAL POLICY

	NAME	SIGNATURE
Prepared by	Mrs. S. Suchithra, Assoc. Professor	
Verified by	Mrs. A. Latha, IQAC Coordinator	
Approved by	Dr. A. Indira, Principal	

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