



KMCT
COLLEGE OF NURSING

Recognized by Indian Nursing Council & Kerala Nurses and
Midwives Council & affiliated to Kerala University of Health Sciences

**Standard operating procedure
(SOP)
for handling
grievance and redressal by
Grievance redressal Committee,
KMCT College of Nursing,
Kozhikode**



Scope:

1. To resolve the student related grievances of KMCT College of Nursing.
2. To clarify the nature of grievance.
3. To investigate the reasons of dissatisfaction.
4. To obtain where possible a speedy resolution to the problem.
5. To take appropriate actions & ensure that the promises are kept.
6. To inform the employee and students his /her right to voice the grievance & take it to next stage of the procedure.
- 7.

Grievances redressal committee structure

With reference to UGC (Redressal of Grievances of Students) Regulations, 2023, committee for Student Grievance Redressal is reconstituted with a senior faculty as

Sl No	Name of the members	Designation
1.	Prof. R. Mageswari	Principal chairperson
2.	Prof. Dr. Manjula S	Vice principal Secretary
3.	Mr. Vineesh	Member Office Administrator
4.	Mrs. Steffy John	Member HOD- community Health Nursing
5.	Mrs. Dona Prince	Member Medical Surgical Nursing
6.	Mrs. Shilpa PV	Member Nursing Tutor
7.	Ms. Darsana	Student Member
8.	Mr. Binad	Student Member

chairperson and faculties from different institutes as members. University Student Grievance Redressal Committee is as follows-



This constitution will be governed through latest university notification. In considering the grievance before it, the SGRC shall follow principles of natural justice. The SGRC shall send its report with recommendations, if any, to be competent authority of the university concerned and a copy thereof to the aggrieved students, preferably within a period of 15 working days from the date of receipt of the complaint.

Term of the student grievance redressal committee

- (i) The Chairperson and secretary of SGRC will be Principal and Vice Principal accordingly,
- (ii) The term of the members shall be for a period of two years.
- (iii) The Quorum of the meeting including the chairperson shall be five.

FACILITIES FOR FILING GRIEVANCE

Student may produce his / her grievances in person.

The students may submit their grievances through e-mail at:

- helpdesk@kmctcon.org
- grievances@kmctcon.org

Students shall also submit their grievance through online portal

[https:// kmctcon.org/grievances.php](https://kmctcon.org/grievances.php)

Standard operating procedure (sop)

Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective Institute / department / office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective Institute / department / office or grievant is dissatisfied with response / resolution to his / her grievance, then the grievant is free to represent his / her grievance to the University's student Grievance Redressal Committee (SGRC).

If, the grievance is against the respective Head of Institute / department / office, then the grievant may directly submit his/her grievance in writing via email or submit in person at the Grievance Redressal Office.

Formal registration

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any through any of the modes.

Forwarding

Upon receipt of grievance, the Student Grievance Redressal Committee shall categories, analyse the merits of the grievance, and forward the grievance to the respective institute / department / office / individual requesting them to enquire into the grievance and redress within such period as may be specified, in a time not exceeding 15 days from the receipt of grievance complaint.

OMBUDSPERSON Any student aggrieved by the decision of SGRC may prefer an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such decision. The Ombudsperson has been appointed for a period of 03 years or until he attains the age of 70 years, whichever is earlier for the date of assuming office, and shall be eligible for re-appointment for another one term.



Scrutiny

Grievance Redressal Committee will make a thorough review of the redressal process. In case, the committee feels satisfied with the resolution provided by the respective institute / department / office / individual, then it will intimate the same to the grievant.

Final decision

After the hearing or investigation, the Student Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit. If student forwards the case to Ombudsperson in that case, the decision taken by Ombudsperson will be submitted to the Hon'ble Vice-Chancellor and the decision of the Hon'ble Vice Chancellor will be final.

Closure of complaint

The complaint shall be considered as disposed off and closed when:

The grievant has indicated acceptance of the resolution.

The grievant has not responded within 15 days from the date of receipt of information on resolution

Records

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. It shall be the responsible unit that ensures the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions
- Minutes of meeting

Confidentiality :

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

Meetings and reporting

Every academic year, two meetings will be conducted.

Student Grievances Redressal Committee Chairman sends summary report to Registrar every year.

Definitions:

Complaint - A spoken or written dissatisfaction brought to the attention of the head of the department.



A grievance is a formal complaint that is raised by an employee towards an employer within the workplace. The grievances must be specific and not of general nature.

Reasons for filing a grievance in the workplace can be as a result of, but not limited to,

1. Classroom conditions – undesirable and unsatisfactory condition – light, space, water, poor quality equipment/materials, unreasonable workloads, disagreement over hours of work, inequitable work schedules.
2. Attitude of supervisor – lack of recognition, neglect, bias, favourism, nepotism, caste affiliations, regional feelings and inter-employee disputes.
3. Discrimination based on age, gender, sexual orientation, caste, creed, religion, national origin, physical and mental disability.
4. Bullying and harassment that demeans, humiliates or embarrasses a person.
5. Inappropriate use of disciplinary process.
6. Health and safety.
7. Grievance regarding medical facilities, training opportunities, research facilities.
8. Disagreement in promotions/recruitments (except the promotions/recruitments made on the recommendations of selection committee, in accordance with the provision of the By-laws/Rules).

Grievant - The student who initiate a grievance

Respondent - The person or persons whose decision, action, or failure to act is the basis of the grievance