



STUDENTS GRIEVANCE REDRESSAL POLICY

Policy No	DMMC/MC/IQAC/P02
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Policy No: DMMC/MC/IQAC/P02

1.0 PURPOSE:

To promote and maintain a conducive and unprejudiced environment for Students at Dr.Moopen's Medical College Hospital, Wayanad

2.0 SCOPE:

The Scope of this policy lies on all Students and staff of Dr.Moopen's Medical College Wayanad.

3.0 RESPONSIBILITY:

Responsibility for implementing this policy rests on the Dean and all the HODs of academic departments of the institution.

4.0 DEFINITIONS:

Student Grievance: It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed.

5.0 POLICY PROCEDURES:

5.1 Objectives of the policy

It attends to the grievances and complaints by students with regard to the activities of the Institution enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College

5.2 Grievance Redressal Committee:

Members

- Dean or Vice dean - Chairperson of the committee
- Grievance and Redressal Coordinator- One Senior faculty member
- One Senior Faculty member from each year of MBBS
- Manager of Academic Administration
- Hostel warden
- One member from maintenance department



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- One member from finance department
- One member from HR department
- PTA representative
- Student representatives- One from each year of MBBS

5.3 Functions of the Grievance and Redressal Committee

- Provides information about the committee's objectives and mode of operation through the website.
- Informs students of the process for registering grievances in the Induction Programs.
- Acknowledges and analyzes the grievances.
- Seeks a solution through decision-making process
- Reports the grievances and records how they were redressed.

5.4 Procedures

The Grievance and Redressal Committee shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances (Any complaints related to Ragging will be redirected to the Anti-ragging cell)
- Grievances related to library, canteen, IT services and any other infrastructure related grievance.
- Grievances related to sports, cultural
- Grievances related to behavior of stakeholders
- Any other grievances deemed necessary to be accepted by the Chairperson.

Procedure for informing grievances and grievance redressal:

1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in the academy block (Darpan) or through the email id grievanceredressal.dmmc@drmoopensmc.ac.in
2. Department level counseling is offered where the matter can be resolved
3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ level.
4. For other grievances that require review shall be redressed by discussion in the committee and directing the required dept or person for redressal.



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5. As soon as the application is received the Redressal Committee shall review the complaint and invite both the parties for discussion. The outcome of the discussion is reported to the Dean for further action to be taken.

Format for submission of grievance through email or through suggestion box

To the Grievance redressal committee,

Dr. Moopen's Medical College

Name: [Your Full Name]

Student ID: [Your Student ID Number (if applicable)]

Course and Year/Semester: [Your Current Year/Semester]

Mobile number:

Email address:

Description of Grievance:

In this section, clearly explain the issue you are facing. Be as specific as possible, including dates, names of faculty/staff involved (if applicable), and any relevant details that support your grievance.

Desired Outcome:

State what you would like the Grievance Redressal Committee to do to resolve the situation.

Evidence (Optional):

If you have any documents, emails, or recordings that support your grievance, you can mention them here and attach them to the email.

Confidentiality:

You can state your preference regarding confidentiality in this matter.

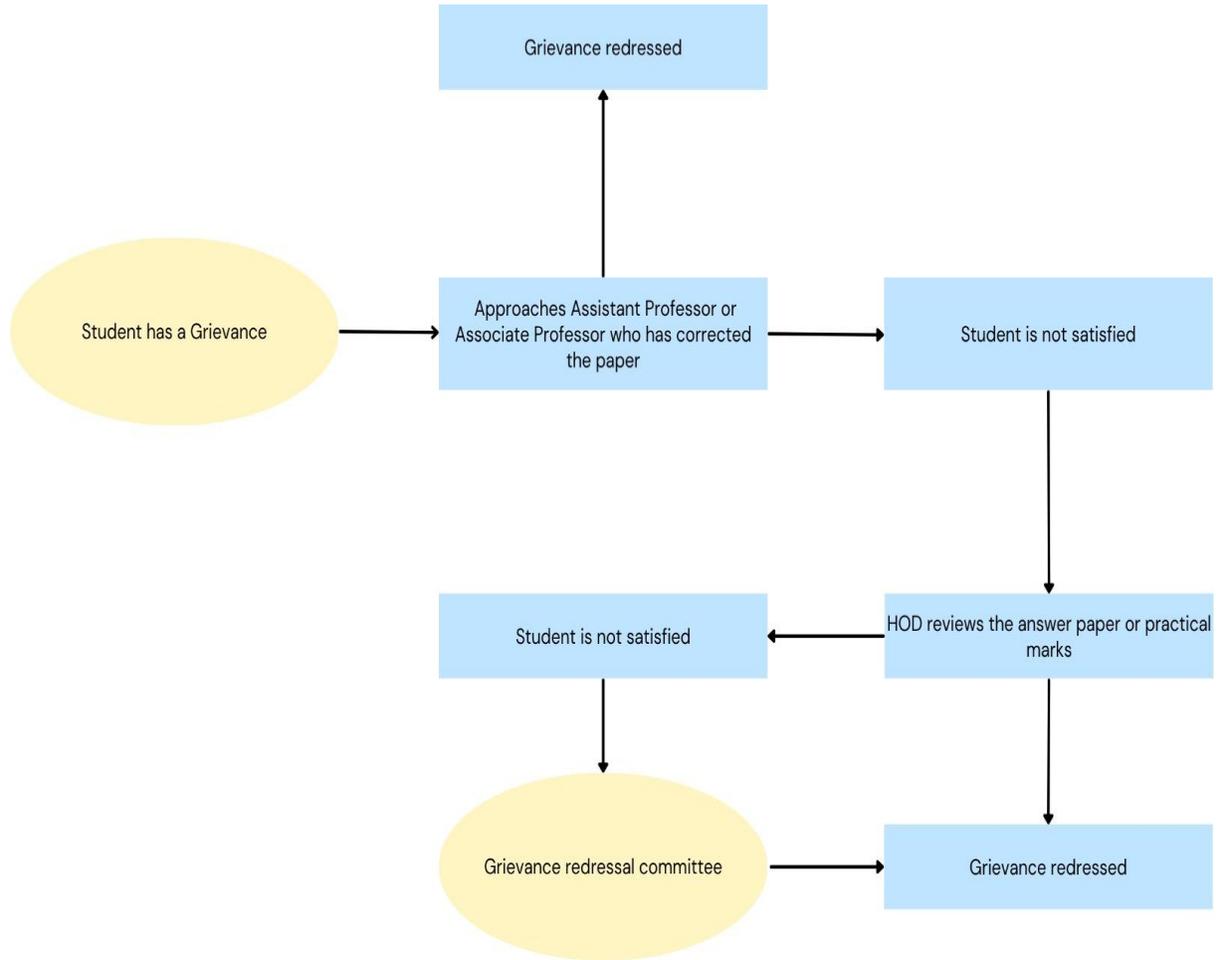
5.5.1 Redressal of Grievances

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning women harassment and ragging shall be dealt by the respective committees (Internal Complaints Committee and Anti-ragging cell) as per the prescribed procedures.



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5.5.2 Process of Examination Related Grievance Redressal



APPROPRIATE APPROVAL:

	NAME	DESIGNATION	SIGNATURE
PREPARED BY:	Ms.Niranjana S Raj	IQAC Officer	
REVIEWED BY:	Maj(Dr.) Nabeel Azeez K	IQAC Coordinator	
APPROVED BY:	Dr. Gopakumaran Kartha K N	Dean	