



TAGORE MEDICAL COLLEGE & HOSPITAL

Rathinamangalam, Melakkottaiyur Post, Chennai - 600127.

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(Affiliated to the Tamil Nadu Dr.MGR Medical University & Recognized by the Ministry of Health & Family welfare. Govt. of India New Delhi)

Grievance Redressal Policy	Policy No : 10
	Issue No : 02
	No. of Page : 1-3
	Date : 14/02/2023
Next revision	2026

Policy	Students Grievance Redressal
Objectives	<ol style="list-style-type: none">1. To undertake independent investigation of the matter after receiving the grievance2. To maintain the confidentiality, if the subject of grievance requires it3. To address the grievance and resolve the issue with help of the management/faculty
Purpose	The purpose of this policy is to define the criteria and procedure of resolving the problems of its students. Any undergraduate or postgraduate student of Tagore Medical College & Hospital who has a grievance, has an access to grievance mechanism, where he/she can resolve their problem at the earliest, without any fear of reprisal.
Principle	The management of Tagore Medical College & Hospital is committed to the principle of ensuring fair and harmonious environment for the students that nurtures their growth and allows them to learn optimally.
Procedure with SOP	Definitions Grievance: Defined as the dispute <ol style="list-style-type: none">(i) Between the students(ii) Between the student and the faculty(iii) Between the student and a non-teaching employee(iv) Between the student and the management / administrative staff of Tagore Medical College & Hospital. Procedure: <ol style="list-style-type: none">a. Any undergraduate or postgraduate shall notify the grievance to the mentor. In case the mentor is unable to resolve the grievance in two days,


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	<p>or if the grievance is about the mentor, the aggrieved student can escalate the same to the concerned Head of the Department. Grievance can be submitted in writing by the aggrieved student. This step may be skipped, if the grievance involves the Head of the Department.</p> <p>b. The Head of the Department shall investigate & try to resolve the issue. Response sheet about the incident shall be submitted within 10 days.</p> <p>c. If the applicant is not satisfied, the student shall submit the grievance sheet to the Grievance Redressal Committee within 15 calendar days of the incident.</p> <p>d. The Grievance Redressal Committee shall independently investigate, conduct meeting / hearing in the presence of applicant and respond in writing to the grievance within 20 calendar days of the written submission of the grievance</p> <p>e. If the applicant is still not satisfied with the decision, he/she may submit the grievance in writing to the Head of the institution, describing the reasons for dissatisfaction.</p> <p>f. If the grievance involves a member of the Grievance Redressal Committee, the student may submit the grievance directly to the office of Head of the institution.</p> <p>g. All parties shall be given a fair hearing at all levels and committees. The rule of natural justice must be upheld, and the complainant must receive a fair hearing and assistance to those in need must be provided at all levels.</p> <p>h. When making a decision on a complaint at any level, the pertinent provisions of the Act or Regulations of the UGC must be considered, and no decision may be made, which conflicts with them.</p>
	<p>What does not constitute as grievance?</p> <p>Grievance Redressal procedure is not applicable to personal conflicts, results of assessments, official disciplinary actions and reprimands.</p>

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	<p>When can the Committee or the Head of the institution dismiss the grievance?</p> <p>a. If the applicant fails to attend any of the meetings set by the committee or the Head of the institution despite prior notice.</p> <p>b. If the student seeks withdrawal of grievance for any reason.</p> <p>c. The applicant who has filed the grievance is no more studying at Tagore Medical College & Hospital.</p> <p>d. Committee or the Head of the institution finds that the grievance is frivolous.</p> <p>Applies to:</p> <p>All the students of the Tagore Medical College & Hospital.</p>
Frequency	3 Years
Custodian	IQAC Coordinator

Prepared by	Verified by	Approved by
Grievance Redressal Cell Secretary	IQAC Coordinator	 DEAN TAGORE MEDICAL COLLEGE & HOSPITAL RATHINAMANGALAM, MELAKOTTAIYUR POST, Chennai-600 127.


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