



**EDUCARE  
INSTITUTE OF  
DENTAL SCIENCES**

Kiliyamannil Campus, Chattiparamba, Malappuram - 676 504




Tel: 0483 2705602 / 2705603 / 2708353/ Fax: 0483 2706707

E-mail: admin@educareinstitute.in website: www.educareinstitute.in

An ISO 9001:2015 certified institution

## GRIEVANCE REDRESSAL POLICY

POLICY NO.	ISSUE/REVISION NO.	DATE OF REVISION	NEXT REVISION
EIDS/IQAC/POLICY/014	01/01	10/06/2022	2024

PREPARED BY	VERIFIED BY	APPROVED BY
		
ADMINISTRATIVE OFFICER	IQAC COORDINATOR	PRINCIPAL

**P.ABDUL RAZAK**  
ADMINISTRATIVE OFFICER  
EDU CARE INSTITUTE OF DENTAL SCIENCES  
CHATTIPPARAMBA, MALAPPURAM - 676 504

**IQAC COORDINATOR**  
EDUCARE INSTITUTE OF DENTAL SCIENCES  
CHATTIPPARAMBA, MALAPPURAM - 676 504

**DR.K.R. INDUSHEKAR MDS**  
PRINCIPAL  
EDUCARE INSTITUTE OF DENTAL SCIENCES  
CHATTIPPARAMBA  
MALAPPURAM – 676 504





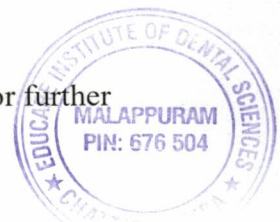
## **STUDENTS GRIEVANCE REDRESSAL POLICY**

The objective of the Students Grievance Redressal cell is to receive and address complaints made by students regarding any academic or non-academic issues within the campus. The cell can be accessed through online platforms or by using the grievance box. The formation of the Grievance Redressal committee at Educare Institute of Dental Sciences, Chattiparamba complies with the regulations set forth by the University Grants Commission (UGC) Act of 1956, Section 26, Subsection 1, and the UGC Regulations of 2012 and 2018

### **GUIDELINE FOR STUDENT GRIEVANCE CELL**

The objectives of the Grievance Redressal Policy are:

- a) To develop an organizational framework to resolve Grievances of Students
- b) To provide students access to immediate, hassle free resources to have their Grievances redressed
- c) To enlighten the Students for their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To constitute a monitoring Cell to oversee the functioning of the Grievance Redressal
  1. Accepting written grievances from students and staff related to the system.
  2. Creating and implementing a mechanism to handle the reported grievances.
  3. Forwarding the findings to the management if necessary for further action.





**EDUCARE  
INSTITUTE OF  
DENTAL SCIENCES**

Kiliyamannil Campus, Chattiparamba, Malappuram - 676 504  
Tel: 0483 2705602 / 2705603 / 2708353/ Fax: 0483 2706707  
E-mail: admin@educareinstitute.in website: www.educareinstitute.in  
An ISO 9001:2015 certified institution

4. Listening, recording, and scrutinizing the grievances submitted by the staff and students and taking necessary steps immediately.
5. Attending to the grievances based on the authenticity and gravity of the criticisms made.
6. Representing the grievances to the concerned section, which may include maintenance; transport, academic, amenities, etc.
7. Convening periodic meetings to discuss whether the grievances have been settled.
8. Making a follow-up of these matters at regular intervals till their final disposal.
9. Maintaining strict confidentiality

#### **ISSUES COMING UNDER GRIEVANCE REDRESSAL COMMITTEE**

The Grievance Redressal Committee deals with grievances related to both academic and non-academic issues.

The academic grievances may include admission, tuition fees, examinations, results, discrimination of students, postings, attendance, stipend, and clinical work.

The non-academic grievances may include harassment by students and faculty, hostel issues, mess problems, and other personal problems. Other personal problems, including but not limited to mental health issues, safety and security concerns, transportation issues, and any other non-academic issues that may affect the well-being and academic progress of the students.

