



**NARAYANA**  
**COLLEGE OF NURSING**

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Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council

Affiliated to NTR University of Health Sciences, A.P. Vijayawada.

Accredited by "International Accreditation Organization (IAO)"

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## Student Grievance Management Policy

### OBJECTIVE

Individual Student grievances and complaints which are primarily a manifestation of their dissatisfaction about teaching and learning facilities, Institutional decisions, if not promptly attended to may affect morale and learning environment in the institution.

The objectives of the grievances process will be to settle:

- Grievances of the Students in the shortest possible time
- At the lowest possible institutional management level
- Procedure and facility for appeals so that it is fair, transparent and reasonable.

**ELIGIBILITY & APPLICABILITY** : All the Students on regular roll of the institution

### RASC

Responsible	: Individual
Approver	: Principal
Support	: Grievance Committee
Coordinator	: Convenor / Grievance Committee



*A. S. S.*  
Principal  
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## POLICY & PROCEDURE

Scope & Coverage: Grievance for the purpose of this policy would mean dissatisfaction arising out of the decision of the HOD/others concerning the Student.

### Grievances for the purpose of this policy will cover individual grievances such as:

- Teaching and Learning
- Evaluation
- Facilities in the Library, Hostel
- Institutional Policy
- Interpersonal Conflicts/Issues with the HOD or team members
- Only grievance affecting an individual Student may be raised. There should not be any joint representation.

### The grievance arising out of the following will not come under the purview of the grievance procedure:

- Rules and regulation of Affiliating University.
- Matters relating to state/ central/ INC policies and procedures.
- Where the grievance does not relate to a personal issues of the Student

### STAGES OF GRIEVANCE REDRESAL:

The individual can raise grievance according to this procedure:

#### **Stage - I**

- i) The aggrieved Student may take up the grievance in writing with the concerned teacher / HOD, who must try to resolve the grievance at that level within 5 working days.
- ii) In case any grievances needs more than 5 working days to resolve, the respective Student should be informed in writing within 5 working days of the receipt of grievance by the HOD.
- iii) In case the Student is not satisfied with the redressal of the grievance he/her may submit the grievance, in writing, to the GRIEVANCE



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COMMITTEE within 2 working days from end of stage above.

- iv) The GRIEVANCE COMMITTEE will record comments on the grievance form within 5 working days after making necessary enquiries and discuss with concern(s)
- v) In case of any delay in resolving the grievance, the GRIEVANCE COMMITTEE will inform the aggrieved Student of such a delay with reason from 5 working days of receipt of the grievance and commit to a resolution date not exceeding an extension time of 4 working days.

**Stage - II:**

- i) In case the aggrieved Student is not satisfied with the decision communicated to him/her at Stage-I or if she/he fails to receive the reply within the stipulated period, she/he may submit the grievance within a period of 2 working days from the date he/her receives final reply or in stage-I will have an option to appeal to principal with the detailed reasons for the appeal who must give a personal hearing to the grievance and a brief of same should be documented.
- ii) The principal will examine the grievance in detail including discussions with the aggrieved Student, as necessary. The principal may consult an expert neutral consultant or committee before taking final decision on the grievance.
- iii) The principal will take a decision and communicate the same within 7 working days from the receipt of the appeal and the decision will be final and binding.

**GENERAL CONDITIONS:**

1. If the grievance is against the Teacher or HOD then Student can skip one level and escalate her/his grievance to next level.
2. The concerned shall bring up the grievance immediately within a reasonable period of time not exceeding 3 months.
3. Only an aggrieved Student can raise the grievance
4. If the grievance arises out of an order given by the principal /Management, the said order shall be complied with before the student concerned invokes the procedure laid down for redressal of the grievance.
5. The GRIEVANCE COMMITTEE should maintain the detailed record of grievance and redressal related aspects.



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