Narayana College of Nursing

Chinthareddy palem, Nellore

Mechanism for Grievance Redressal

STAGES OF GRIEVANCE REDRESSAL:

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)Incase any grievances needs more than 5working days to resolve, the respective Student   should be informed in writing within 5working 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 COMMITTEE within 2working 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)Incase 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 4working days.

Stage-II:

(i)In case the aggrieved Student is not satisfied with the decision communicated to him/her at Stage-l or if she/he fails to receive the reply within the stipulated period, she/he may submit the grievance within a period of 2working 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 7working days from the receipt of the appeal and the decision will be final and binding.