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DIRECTOR

STUDENT GRIEVANCE REDRESSAL POLICY

I. INTRODUCTION

The Grievance Redressal Policy of St. John's Medical College, is intended to provide a platform for all its students to voice and redress their grievances related to inter-personal relationship with peers and with teachers/staff in the college. The Grievance Redressal Policy seeks to ensure a healthy environment within the college that enables the students to pursue their studies with equal opportunity and also contribute to the mission of the Institution to the best of their abilities without fear or favour.

II. COMMITMENT

St. John's Medical College believes that every student of the institution has the right to be treated with justice, fairness, equity and dignity irrespective of caste, creed, gender, status, region or language. The Grievance Redressal Policy articulates the college's commitment to the right of every student to have a healthy college environment and equal opportunity for growth.

III. SCOPE

The policy is applicable to all the students of St. John's Medical College which includes undergraduate and postgraduate students of Medical and Allied Health Sciences streams. The policy also applies to visiting students from other institutions.

IV. DEFINITIONS

1. Grievance: A grievance is an issue, not easily resolvable, that the student believes is unfair or unjust which arises out of his/her interaction with someone or is due to a violation of established rules, policies and procedures.
2. Staff: All teaching and non-teaching staff, Deans, Vice deans, Registrar, Wardens
3. Complainant: Any student who has made a complaint of an unresolved grievance.
4. Respondent/s: Any staff or student/s mentioned above against whom the complainant has made a complaint.





5. Environment: Includes classrooms, campus, hostels, all office premises and all sites where college related activities happen including during travel for any social, business or other functions
6. Grievance Committee: The Grievance Committee is appointed by the Dean's Office for the purpose of dealing with unresolved grievances other than sexual grievances, which will be referred to the Internal Committee who will hear and resolve all complaints of sexual harassment. The committee will comprise of all Vice Deans, Registrar, President of the Student Association and Head of MSW department or faculty from Dept. of Psychology.

V. GRIEVANCE PROCEDURE

1. Informal Resolution of Grievance

- a) All grievances will be reported first to the MBBS/AHS coordinators or respective vice deans. If the grievance is relatively minor, the coordinators/vice deans will try to resolve the issue informally through discussion, mediation or counseling.
- b) If it is not resolved at the above level, the complainant can raise the issue with the Dean. The Dean will conduct a preliminary investigation and try to resolve the issue.
- c) If it is not resolved at this level, the Complainant may then raise a formal grievance in writing to be investigated and adjudicated by the Grievance Committee.

2. Formal Grievance Redressal Procedure

- a) The complainant submits a written complaint to the Grievance Redressal Committee stating all the relevant facts and the name(s) of the respondent(s). The statement must include a brief account of the efforts made to resolve the issue informally. The written complaint to the Grievance Committee must be submitted within six months of occurrence of the cause of grievance. Supporting evidence, if any, is also required to be submitted along with the written complaint.
- b) Within fifteen working days of receiving the complaint, the Grievance Committee will
 - (i) Acknowledge the complaint in writing and
 - (j) (ii) Send a copy of the complaint to the Respondent(s) asking them to submit a written explanation to the complaint within fifteen working days.
- c) Within thirty working days of receiving the complaint, the Grievance Committee will initiate the inquiry into the Complaint by interviewing (a) the Complainant and witnesses named by the Complainant; (b) the Respondent(s) and witnesses named by the Respondent(s), and (c) other persons from the Academy who the Grievance Committee feels can offer information pertinent to the case. The Grievance Committee has the right to access any document that may be pertinent to the case.



- d) The Grievance Committee will then prepare a written enquiry report of their investigation summarizing the evidence gathered with respect to the Grievance and report to the Dean whether or not the Grievance is legitimate and needs redressal.
- e) The Dean will review the Inquiry Report and take appropriate action as deemed necessary according to the rules.

VI. RIGHT OF APPEAL

- (a) Complainant(s) and Respondent(s) have the right to appeal the decision of the Grievance Committee and/or the action taken by the Dean on the report of the Grievance Committee.
- (b) If the Complainant or the Respondent wishes to appeal the finding of the Grievance Committee and/or the Action Taken on the Report of the Grievance Committee, he/she must submit it in writing to the Director of the Academy within fifteen working days of receiving the communication of the decision of the Dean, who will then take the final decision on the Appeal.

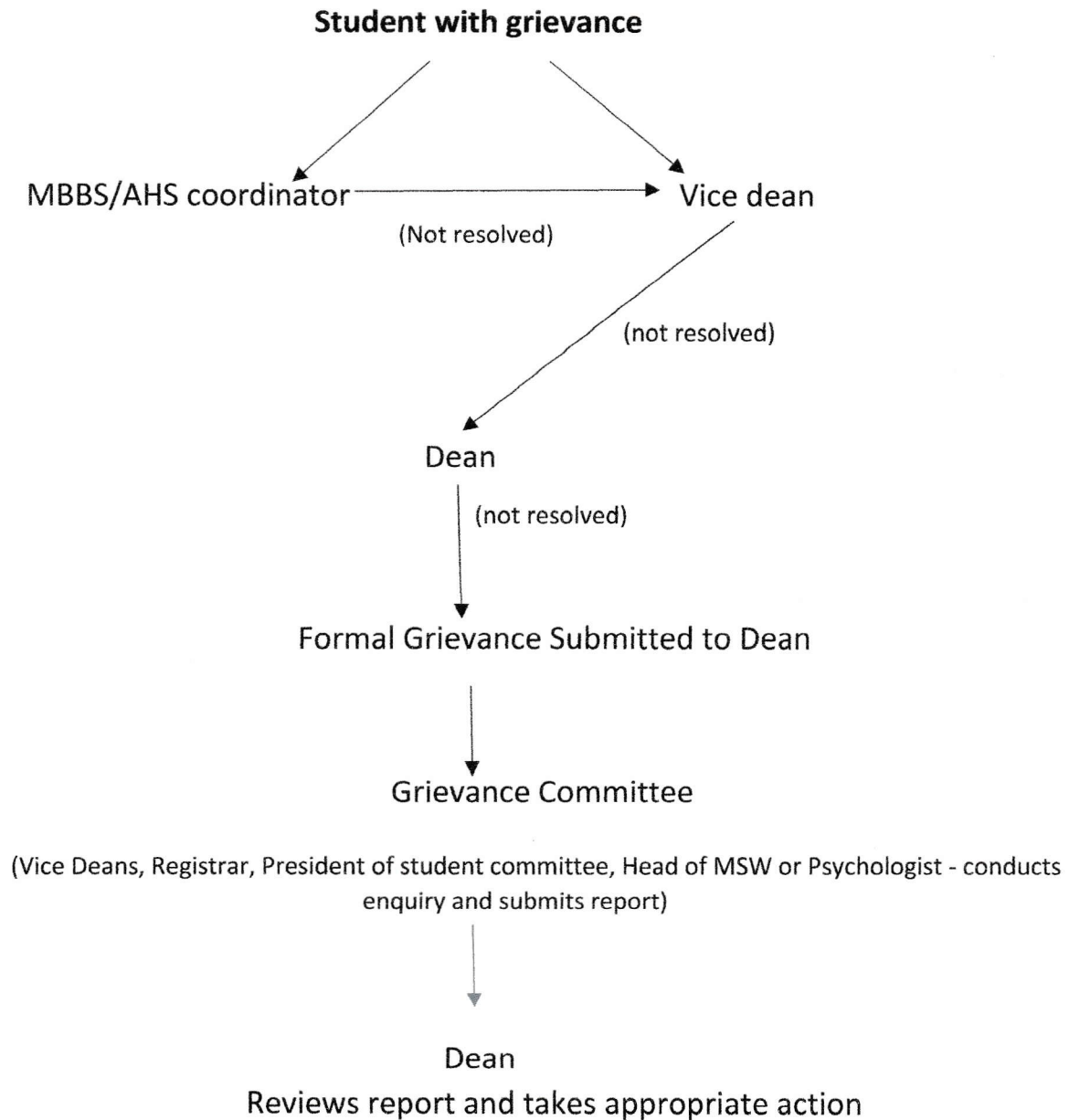
VII. CONFIDENTIALITY

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

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Summary of Grievance Procedure



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