



# MADHA DENTAL COLLEGE & HOSPITAL

(A Christian Minority Institution)

(Recognised by the Dental Council of India, New Delhi (F.No.v.12017/75/2006-DE dt.01.11.2011)  
and affiliated to the Tamil Nadu Dr. M.G.R.Medical University, Chennai)

Madha Nagar, Kundrathur, Chennai - 600 069. Ph.: 72739 01234, 72749 01234, Fax : 2478 0798  
E-Mail : info@madhadentalcollege.com Website : www.madhadentalcollege.com

Admin. Office : 1A, Chari Street, North Usman Road, T.Nagar, Chennai - 17. Ph : 2814 0212, Tele fax : 044-2814 0213

## GRIEVANCE REDRESSAL COMMITTEE STANDARD OPERATING PROCEDURE

### 1. Objective:

The primary objective of the Dental College Grievance Redressal Committee is to create a fair and transparent process for handling student grievances promptly. The committee is committed to upholding the rights of students and fostering an atmosphere conducive to academic and personal growth.

### 2. Composition of the committee

The Grievance Redressal Committee is composed of -

Chairperson

Faculty Representatives

Student Representatives

Administrative Staff Representative

### 3. Roles and Responsibilities:

#### Chairperson:

Leadership: Provide leadership and direction to the committee.

Preside over Meetings: Conduct committee meetings, ensuring an orderly and focused discussion.

Decision-Making: Facilitate the decision-making process and ensure the committee's decisions align with the institution's policies.

#### Faculty Representatives:

Investigation: Participate in the investigation of grievances, collecting information, and assessing the situation.

Mediation: Engage in mediation efforts to resolve issues amicably when appropriate.

Advise on Academic Matters: Provide insights and recommendations on academic matters related to grievances.

#### Student Representatives:

Voice of Students: Represent the student body and convey their concerns to the committee.

Advocacy: Advocate for fair and unbiased resolution of student grievances.



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Confidentiality: Maintain confidentiality while dealing with sensitive information related to grievances.

### **Administrative Staff Representative:**

Procedural Guidance: Provide guidance on administrative processes and procedures relevant to grievance resolution.

Communication: Facilitate communication between the committee and the administration.

Logistical Support: Assist in organizing and coordinating committee activities.

### **Committee constitution**

The following will be the members of the Grievance Redressal Committee with effect from 02/10/2022. The committee shall be effective for three years from the aforementioned date.

Sno	Name	Designation/Department	Position Held
1.	Dr.V,Susila Anand	HOD, Department of Conservative Dentistry and Endodontics	Chairperson
2.	Dr.I.Nandabalan	HOD, Department of Public Health Dentistry	Secretary
3.	Dr.G.Sivakumar	HOD, Department of Oral Pathology and Oral Microbiology	Member
4.	Dr.E.Vidhyashree	Senior lecturer, Department of Orthodontics and Dentofacial Orthopaedics	Member
5.	Dr.V.Dharini	Senior lecturer, Department of Pediatric & Preventive Dentistry	Member
6.	Mr.Ramamoorthy	Administrative officer	Administrative staff
7.	Mr.Arumugam T	Under graduate	Member
8.	Ms.Daris Dowmy A S	Under graduate	Member



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## **4. Functions:**

The Grievance Redressal Committee shall have the following functions and responsibilities:

### **Receiving Grievances:**

Establish a confidential and accessible system for receiving written grievances from individuals.

Ensure that grievances are submitted in a prescribed format with necessary details.

### **Review and Investigation:**

Conduct thorough and impartial investigations into each grievance.

Seek relevant information and documentation from all parties involved.

Interview relevant individuals to gather additional details.

### **Mediation and Resolution:**

Attempt to mediate and resolve grievances amicably when appropriate.

Propose fair and just solutions to address the concerns raised in the grievances.

### **Communication:**

Keep the concerned parties informed about the progress of the grievance resolution process.

Maintain clear and open communication to ensure transparency.

### **Recommendations:**

Submit recommendations for actions or policy changes to prevent similar grievances in the future.

## **5. Confidentiality:**

The Grievance Redressal Committee members shall maintain strict confidentiality throughout the grievance resolution process. Information related to grievances shall only be disclosed to individuals directly involved in the resolution process.

## **6. Reporting:**

The Grievance Redressal Committee shall submit periodic reports to the Principal or relevant authority summarizing the grievances received, actions taken, and recommendations for improvement.



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## 7.Review and Evaluation:

Conduct periodic reviews of administrative processes and outcomes.

Seek feedback from stakeholders for continuous improvement.

## 8.Amendments to SOP:

The SOP may be amended based on evolving needs or changes in institutional policies.

All amendments should be documented and communicated to relevant authorities


## 9. Review and Revision

Periodically review the SOP to ensure its relevance and effectiveness.

Revise the SOP as needed to accommodate changes in academic policies or college structure.

## 10. Approval

This SOP is approved by the Principal of the Dental College and will be reviewed annually.

  
**PRINCIPAL**  
MADHA DENTAL COLLEGE & HOSPITAL  
KUNDRATHUR, CHENNAI - 600069.