



# 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](mailto:info@madhadentalcollege.com) Website : [www.madhadentalcollege.com](http://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. Objectives:

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

#### 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.



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

**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 02/08/2024

S.no	Name	Designation/Department	Position Held
1.	Dr.V,Susila Anand	HOD, Department of Conservative Dentistry and Endodontics	Chairperson
2.	Dr.R.Raghini	HOD, Department of Oral Pathology and Oral Microbiology	Secretary
3.	Dr.Nandabalan I	HOD, Department of Public Health Dentistry	Member
4.	Dr.Elamvaluthi Mani	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





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7.	Ms.Hilda Veronica	Under graduate	Member
8.	Mr.Sivashankar	Under graduate	Member

### 3. Functions and Responsibilities:

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.

### 4. 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.



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## 5. 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.

## 6. Review and Evaluation:

Conduct periodic reviews of administrative processes and outcomes.

Seek feedback from stakeholders for continuous improvement.

## 7. 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.

## 8. 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.

## 9. Approval

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

  
**PRINCIPAL**  
MADHA DENTAL COLLEGE & HOSPITAL  
KUNDRATHUR, CHENNAI - 600 069.