



**MAHATMA GANDHI MISSION'S DENTAL COLLEGE &
HOSPITAL**

Accredited by NAAC with "A" Grade
Plot No. 1 & 2 Sector-01 (Old 18 & 19),
Kamothe, Navi Mumbai- 410209
E-Mail ID: mgmdch@mgmmumbai.ac.in



**GRIEVANCE REDRESSAL COMMITTEE
POLICY OF GRIEVANCE REDRESSAL**

Purpose:

- Timely redressal of faculty and student grievances

Measures:

- The complaints and grievances are received via the following routes:
 - Through the complaint boxes
 - Through mentorship program
 - Through Dean
 - Through PTA
- The complaint boxes are checked every month and the written complaints are collected and deposited with the Member secretary. Grievances are received from the mentors in the form of a google form when the mentors escalate student grievances to the second tier.
- Confidentiality is maintained in a way that the complaint boxes are kept locked and are accessible only to the members of the grievance redressal committee. Grievances received from various routes are deposited with the Member Secretary of the Grievance redressal Committee who numbers and records them.
- Once the grievances are received, numbered, and recorded, a meeting is scheduled.
- The grievances are redressed within 20 days of the meeting and a report is sent to the Dean.

Mechanism of Student Grievance Redressal:

- Student grievances which are received from the complaint/suggestion boxes and the mentorship program are compiled and recorded
- The Grievances are then addressed in the committee meeting and reported to the Head of Institution

Mechanism of Teaching Faculty and Non-teaching staff Grievance Redressal:

S. Srivally
Sign:

- Grievances received through various portals are addressed in the committee meeting.
- Grievances beyond the scope of the committee are further addressed with the Internal Quality Assurance Cell (IQAC), the Head of Institution and the Management.

Policy statement:

Harmonious, friendly environment at the institution with mechanism for timely redressal of grievances.

S. Srivally

DR. SRIVALLI NATARAJAN
DEAN
MGM Dental College & Hospital
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Sign: