

Altamash Institute of Dental Medicine

Department of Medical Education

Name of Policy	Grievance (students)
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01	Director DME	2023	Modified whole policy

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1. Purpose

The purpose of this policy is to provide guidance regarding the process exists for students to address grievances of a general nature. Each grievance (complaint) will be considered carefully and individually and every effort will be made to resolve issues to the mutual satisfaction of all parties.

Students who have grievances should address them to a Director Students Section who will give guidance and provide the student with information and direction for pursuing a resolution. Students who are unsure how to utilize the grievance procedures or are uncomfortable addressing issues with the appropriate person should contact the Director Students Section.

2. Scope

The scope of this policy:

- Includes all students enrolled in any of AIDM any level of certificate, diploma, training and degree program.
- The content of the policy cannot cover every potential general and legal issues of grievance and must be interpreted in the light of the particular circumstances of each case.

3. Policy statement

This policy aims to:

- Highlight areas of grievances which may occur.
- Propose how AIDM would address the grievance.

3.1. Potential areas of Grievances:

Issues related to:

- Delivery and assessment of academic programs or courses of study.
- AIDM academic processes and facilities.
- Discrimination by university ,institution, staff and faculty
- Administrative procedures within the institution
- Legal issues and court cases

3.2. General Guiding Principles:

- 3.2.1. Take grievances seriously taking on board why the student feels aggrieved, unhappy or dissatisfied.
- 3.2.2. Investigate the facts and surrounding circumstances, and showing the student that this has been done thoroughly and sensitively,
- 3.2.3. Actively look for a solution that will satisfy the student, where practical, without causing disproportionate difficulty for the institution,
- 3.2.4. Provide feedback to the student about what can, and cannot be done to resolve the grievance,

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3.2.5. Take necessary follow-up action

4. Definitions:

- 4.1. Student: Enrolled in any academic program.
- 4.2. Academic Program: any program leading to bachelor, masters, fellowship.
- 4.3. Grievance: an official statement of a complaint over something believed to be wrong or unfair.
- 4.4. Appeal: an application to a higher authorities' for a decision to be reversed.

5. Linked/Referenced Documents:

- Accreditation body requirements for students redressals
- Grievances Committee notification

6. Responsibilities:

- 6.1. Designated committee appointed by the President for management of grievances.
- 6.2. The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.

7. Policy Implementation Procedure:

Following mechanism will be followed for faculty & staff of AIDM.

- 7.1. Student who wants to register his/her grievance would fill Grievance Record Form available with Quality Enhancement Cell (QEC).
- 7.2. After filling the form and attaching necessary evidences, student would put it into envelop and submit to the Student Section. In case of matter pertaining to the concerned head, student would submit it directly to the President.
- 7.3. On receiving the form, student section would issue a formal receipt to the student concerned.
- 7.4. Student Section would forward the case with a cover letter to the concerned committee with a specific time frame. Department of Dental Education (DDE) would be kept in CC for record.
- 7.5. Committee comprising of Principal, Vice Principals, Directors of Student Section, QEC and DDE would convene the meeting and invite the student when necessary.
- 7.6. The Committee would investigate and would make a decision based on available evidence. The decision would be documented on the same template and forwarded to the Student Section within the stipulated timeframe.
- 7.7. Student Section would inform the student concerned about the decision of the committee as well as the right for appeal keeping DDE in loop
- 7.8. If the student is not satisfied with the decision, s/he has the right for appeal again to

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student section or to the President/higher authorities in writing. They would review the case and may formulate alternative committee or may reject the appeal.

7.9. The Decision of the President/higher authorities would be treated as final and no further action would be taken on the case.

7.10. For every decision, QEC office would collect the level of satisfaction from concerned student.

7.11. If students approaches the court (legal issues) directly or following the grievance process will be look after directly by the President and Principal in the light of discussion with the members of grievance committee

8. Revision/Modification History & Frequency:

8.1 Review Policy

The policy will be reviewed every three years. However, the owner/custodian of the policy may request for a revision based on emerging needs and with the approval from competent authority.


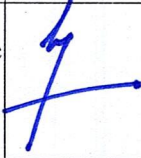
8.2. Custodian of the policy

A formal approval will be required if a policy is revised more than 25%. Director DME would determine the percentage of revision in consultation with the custodian of policy

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Responsibility for Implementation	Principal and student section			
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