



St. JOSEPH DENTAL COLLEGE


(A Post Graduate Dental Institute)

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ROLES AND RESPONSIBILITIES OF GRIEVANCE REDRESSAL CELL

- Ensure that the grievance redressal mechanism is accessible to all stakeholders, including students, faculty, and staff.
- Facilitate the easy and confidential registration of grievances, whether in person, online, or through a suggestion box.
- Record and document all complaints received, ensuring that they are logged accurately for further action.
- Conduct an initial review of the complaint to understand the nature and severity of the grievance.
- Categorize grievances based on their type (academic, administrative, interpersonal, etc.) to determine the appropriate course of action.
- Assess the urgency of the grievance to prioritize its resolution.
- Gather relevant information, evidence, and witness related to the grievance.
- Maintain confidentiality of all parties involved during the investigation process to protect their privacy.
- Ensure an impartial and objective analysis of the facts without any bias or prejudice.
- Facilitate mediation or negotiation between parties to reach an amicable resolution where possible.
- Ensure that appropriate remedies or corrective actions are implemented to address the grievance.
- Provide guidance and support to the complainant throughout the process, including informing them of their rights and options.
- Ensure that members handling a grievance have no conflict of interest that could affect the outcome.
- Ensure that all grievances are treated with fairness and without discrimination based on gender, race, religion, or any other factor.


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