



HOLY SPIRIT INSTITUTE OF NURSING EDUCATION

HOLY SPIRIT HOSPITAL

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GRIEVANCE COMMITTEE

INTRODUCTION

Members of the Grievance Redressal Platform provide fairness, impartiality, and equal opportunities in all facets of education. It also acts as a safeguard to ensure that students are not subjected to harassment of any kind.

AIM

The goal of the Grievance procedure is to support and uphold an inclusive and supportive learning environment for all students.

OBJECTIVES

- To assist students who have been denied access to the College's services, to which they are legally entitled.
- To improve the responsiveness, responsibility, and civility of College personnel while interacting with students.
- Ensure that students' complaints about academic, personal, and exam-related issues are effectively resolved in a fair and unbiased manner.
- To carry out remedial disciplinary actions and properly handle the grievance within the allotted time frame.
- To put awareness campaigns for anti-ragging and gender sensitization into action.

ACTIVITIES

- Establishing clear grievance procedures.
- Providing information and support to individuals filing grievances.

- Receiving and documenting grievances systematically.
- Conducting initial assessments and prioritizing grievances.
- Investigating grievances through fact-finding and evidence-gathering.
- Facilitating mediation or informal resolution discussions.
- Conducting formal adjudication proceedings if necessary.
- Making informed decisions or recommendations based on investigation findings.
- Monitoring the implementation of grievance resolutions.
- Reporting on grievance activities and analyzing trends.
- Providing training and raising awareness about grievance management.

MEMBERS

SR. NO.	NAME OF THE MEMBER	DESIGNATION
1	Dr. Sr. Lalitha Rosali Principal, HSINE	Chairperson
2	Mrs. Jenevia Pasanna Senior Tutor	Secretary
3	Sr. Julie George Advocate	Management Representative
4	Sr. Usha Thomas Nursing Director	
5	Dr. Supriya Mane Asso. Professor	Member
6	All Class coordinator	


PRINCIPAL

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Holy Spirit Hospital,
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