



BISHOP BENZIGER COLLEGE OF NURSING

(Accredited by NAAC with B grade)

(P.B No. 46, Sastri Jn., Kollam – 691001, Kerala, India.

(Recognized by INC, KNMC and Affiliated to Kerala University of Health Sciences)

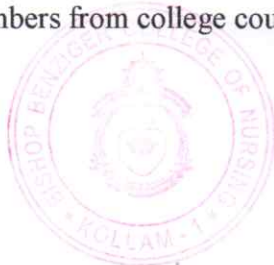
GRIEVANCE REDRESSAL/ INTERNAL COMPLIANCE CELL

There is a College level Grievance Redressal Cell headed by the Principal and a Senior Staff member and a Student representative as the members. All departments have Grievances Redressal Cell led by the Head of the Department. Student complaints are addressed to the Head of the Department who then passes it on to the Staff Council. Serious issues are discussed in the Staff Council and staff meeting and the rest are sorted out in an informal manner. Serious issues will be discussed by the cell and solve the grievances of the students. Student feedback about teachers and teaching is collected regularly to make the quality improvement. Since the UG and PG courses are yearly, Continuous Assessment (CA) has been made compulsory. Any complaints on the granting of credits under CA are also dealt with the Department level Grievance Redressal Cell.

There is also a Grievance Redressal mechanism for the Employees of the college. The Principal is the Appellate authority of the institution and all employee grievances received by the Principal are placed before the committee which decides upon the issue based on facts. The decision of the committee will be discussed in college council as need for further approval.

The members of the committee:

1. The Chair Person- Prof. Anoop K R - Principal
2. Secretary- Mrs. Binutha VP-Assistance Professor
3. Head of the Departments-4
4. Non Teaching female Staff-2
5. Student Representatives-2 (members from college council)



Dr. ANOOPA. K.R. Ph.D (N)
PRINCIPAL
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Guidelines for grievance Redressal/internal compliance cell

1. The grievance and Redressal committee is empowered to look into matters of any grievance of the students/employees.
2. Anyone with a genuine grievance may approach the GRC committee.
3. The person is unwilling to appear in self-grievances must be sent in writing and can be drop into suggestion box.
4. Chairman should be a head of the institution.
5. Encourage the students and employee to freely express their grievance without fear of victimization.
6. Chairman of the GRC committee shall convene a meeting with in 2 days to one week of receiving the complaints.
7. GRC members shall review the decision and pass an appropriate order.
8. Follow documentation and resolve the problem.




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