

**FATHER MULLER COLLEGE OF ALLIED HEALTH  
SCIENCES, KANKANADY, MANGALORE.**

**GRIEVANCE REDRESSAL COMMITTEE POLICY**

(In accordance with the approved FMCI policy for Grievance Redressal)

**Chairperson:** Dr Shivashankara A R, Principal FMCOAHS.

**Convener:** Dr Rashmi M, Associate Professor, Dept. of Hospital Administration.

**Secretary:** Ms Shiny Cardoza, Assistant Professor, Dept. of Hospital Administration

**Members:**

1. Mrs Shwetha Pradeep, Professor & Student Welfare Officer.
2. Mr Sridhar CH, Assistant Professor, Dept. of Radiation therapy Technology
3. Ms Ankitha, Lecturer, Dept. of A&OTT

**Term of office:** Four years (If any member resigns/retires, Convener shall suggest a suitable replacement to the Chairperson and appointment shall be done within one month)

**Frequency of meeting:**

Once in three months and whenever there is complaint of grievance. Convener shall e-mail minutes of the meeting to the Administrator, Principal and IQAC.

Enquiry Protocol:

On receiving the written complaint,

- The chairperson has to constitute an Enquiry Committee to be headed by the Convener within 24hours. (\* Note: *Chairperson can co-opt any faculty other than the Grievance Redressal Committee (GRC) members as member of the Enquiry Committee if required.*)
- The Enquiry Committee shall consist of 3 members in total.
- The Committee shall conduct an enquiry about the incident with the faculty/student(s) and submit the report to the Chairperson within 5 working days.

In case of incident of grievance involving students of different teaching Units of FMCI **OR** teaching faculty and student of same or different Units of FMCI **OR** non-teaching staff and student of same or different Units of FMCI **OR** teaching faculty and non-teaching of same or different Units of FMCI, the enquiry shall be conducted by the FMCI Grievance Redressal Enquiry Committee. Enquiry Committee shall be constituted by the Director, FMCI. The

Committee shall be headed by the faculty nominated by the Director. In total, the Enquiry Committee shall have five members.

**Authority to approve and amend the policy:**

The Director, FMCI shall be the authority to approve and amend the policy in consultation with the Administrator and Principal of FMCOAHS.

- *In case of an incident of grievance between Employer and employee **OR** between two employees (either teaching faculty or non-teaching staff of the Institution/s), enquiry shall be conducted by the Grievance Redressal Committee formed under NABH accreditation process.*

**FMCOAHS Grievance Redressal Committee Contact Information:**

**Mobile Number:** +91 9141043580

**Email ID:** [grcfmcoahs@fathermuller.in](mailto:grcfmcoahs@fathermuller.in)

**Site of Grievance receivable box placed:**

1. FMCOAHS. Bajjodi Campus
2. FMMC A Block Ground floor
3. FMMCH AHS department

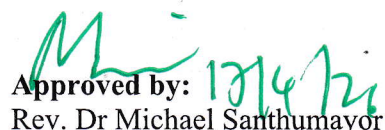
*\*Note: The keys to all the complaint boxes will be placed in Administrator, FMCOAHS office. The complaint box will be opened fortnightly by the GRC secretary in presence of the Administrator, FMCOAHS and received complaints will be assessed and will be forwarded to the GRC Convener for further processing of the grievance as per the GRC SOP.*



**Prepared By:**  
Dr Rashmi M  
Convener  
FMCOAHS GRC



**Reviewed By:**  
Dr Shivashankara AR  
Principal & Chairperson  
FMCOAHS GRC



**Approved by:**  
Rev. Dr Michael Santhumayor  
The Administrator  
FMCOAHS