

BHARATI VIDYAPEETH DEEMED UNIVERSITY
COLLEGE OF NURSING, NAVI MUMBAI

GRIEVANCE REDRESSAL MECHANISM

A mechanism for the redressal of the students' grievances is now functioning in the college. Grievance related to any activity and other allied non academic matters will be sorted out at primary level by the staff members of that particular class. Grievances pertaining to academic matters will be taken up by the teachers concern. Grievances if any will be further heard by the respective Head of department .At the institute level all the unresolved issues will be redressed by the Principal in consultation with the member of grievances redressal cell. There is a separate grievance and redressal mechanism for internal evaluation which is as follows-

The Student's problems are redressed at the earliest, mediated by the Cell.



Five teachers are members of Grievance Cell at the institute level



Grievances of Student's are received through personal communication & Suggestion box.



When members receive complaint / Suggestion, the matter is discussed from the student concerned & it is discussed with the Principal



As per the suggestion of the Principal a committee is constituted, the committee probes into the problem & finds suitable solutions are found.



If necessary the parents of the defaulter students are & the matter is discussed with them



Proper counseling is given to the defaulter & some time even to the parents.



The Grievances like teasing, caste & colour discrimination are dealt with more seriousness