

Grievance Redressal Procedure Standard Operating Procedure

Step 1: Informal Resolution

The employee may first try to resolve the grievance informally with the concerned individual or immediate supervisor

Step 2: Formal Complaint Submission

i. A formal grievance/complaint shall be submitted to the Grievance Redressal Committee (GRC) through the prescribed format or designated online/offline mechanism for the purpose of lodging the grievance.

ii. Every complaint should include:

Details of the complainant (Name, Department, Employee ID/Student ID, Email ID, Phone Number)

Details of the respondent (Name, Department, Designation, if applicable)

Date and place of occurrence

Nature and brief description of the grievance

Any supporting documents or evidence, if available

Names of witnesses, if any

iii. Anonymous complaints may be reviewed; however, action shall be initiated only if substantial and verifiable evidence is available.

iv. A grievance submitted by any person on behalf of the aggrieved individual shall be entertained only if there is a genuine reason, which shall be recorded by the GRC.

Step 3: Acknowledgement and Preliminary Review

The GRC shall acknowledge receipt of the grievance within three (3) working days and conduct a preliminary review to determine the admissibility and nature of the grievance.

Step 4: Committee / Sub-Committee

The GRC shall have the authority to:

Constitute a sub-committee, if required, for detailed examination of the grievance

Co-opt internal or external subject experts for conducting an impartial and fair inquiry



Step 5: Hearing / Investigation

- i. Within ten (10) working days of receipt of the grievance, the GRC shall invite the concerned parties for a fair, confidential, and impartial hearing.

- ii. Failure to appear for the inquiry without valid and sufficient reason shall be treated as non-cooperation and may be construed as misconduct, subject to applicable institutional rules.

- iii. A person unable to appear for valid reasons shall submit a written request for adjournment, clearly stating the reasons for non-appearance.

- iv. Both parties shall be given an opportunity to submit their statements in writing and may produce witnesses or documentary evidence in support of their case.

Step 6: Resolution and Action

- i. Based on the findings of the inquiry, the Grievance Redressal Committee (GRC) shall recommend appropriate action to the Management.

- ii. The final decision and resolution shall be communicated to the concerned parties in writing within thirty (30) days from the date of receipt of the complaint.

- iii. False or malicious complaints, if proven with evidence, may invite appropriate disciplinary action against the complainant, as per institutional rules.

Step 7: Appeal

If dissatisfied with the decision of the GRC, either party may prefer an appeal to the designated higher authority within seven (7) days of receipt of the outcome.



Grievance Redressal & Disciplinary Committee (GRC)

Terms of Reference

1. Title

**Grievance Redressal & Disciplinary Committee (GRC)
Amala Institute of Medical Sciences**

2. Vision

To foster a safe, inclusive, and learner-centric institutional environment by ensuring fair, transparent, and timely redressal of grievances.

3. Mission

To provide an accessible, impartial, and efficient mechanism for students, employees, and other stakeholders to raise concerns and obtain just resolutions in alignment with institutional values and statutory guidelines irrespective of gender.

4. Objectives





- To receive, examine, and redress grievances in a fair and systematic manner
- To ensure transparency, accountability, and confidentiality in grievance handling
- To promote harmony, equity, and mutual respect within the institution
- To recommend corrective and preventive measures for continuous quality improvement

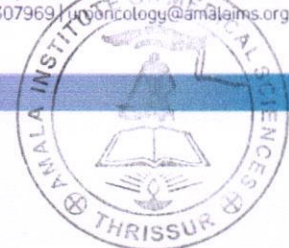
5. Scope

The Grievance Redressal & Disciplinary Committee shall address grievances related to:

- Academic and teaching–learning processes
- Examination, evaluation, and assessment
- Administrative and service-related matters
- Infrastructure, clinical facilities, and support services
- Interpersonal and institutional issues affecting stakeholders



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Affiliated to Kerala University of Health Sciences Accredited by KUHS with OAS A+ Grade &
NABH & NABL Accredited & ISO 9001:2015 Certified, Amala Nagar P.O, Thrissur, Kerala.
Ph: +91 487 2304000, 2304070 | Fax: +91 487 2307969 | cytotoxicology@amalaims.org
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Grievances related to sexual harassment shall be referred to the Internal Complaints Committee (ICC) as per statutory provisions.

6. Composition

The Grievance Redressal & Disciplinary Committee shall comprise:

- **Chairperson** – Senior Faculty Member / Administrator
- **Faculty Members**
- **Administrative Representative**
- **Ethics / Legal Expert** (internal or external)
- **Student Representative** (where applicable)
- **Member Secretary**

The composition shall ensure fairness, inclusivity, impartiality, and adherence to ethical and legal standards.

7. Tenure

It will be 3 years and is renewable from time to time

8. Meetings

The committee should conduct review meetings once in three months

9. Functions

- Receive grievances through offline and/or online modes
- Register and acknowledge complaints within the stipulated time
- Conduct impartial inquiry and provide opportunity for hearing to concerned parties
- Seek ethical and legal guidance in complex or sensitive matters
- Resolve grievances through mediation or recommendations
- Submit action-taken reports to the Head of the Institution



- Maintain systematic records of grievances and resolutions for three years

10. Procedure for Grievance Redressal & Disciplinary Committee

1. Submission of grievance in the prescribed format
2. Registration and acknowledgement of complaint
3. Preliminary scrutiny by the GRC
4. Inquiry and hearing, if required
5. Decision and communication of the outcome
6. Monitoring and follow-up to ensure implementation

11. Time Frame

- Acknowledgement of grievance: **Within 3 working days**
- Resolution of grievance: **Within 15–30 working days**, depending on the nature of the complaint.

12. Powers of the Committee

- To call for relevant documents and information
- To summon concerned individuals or witness for clarification
- To seek expert opinion on ethical or legal matters (if required)
- To constitute subcommittee for inquiry, (if required)
- To include expertise person in the subcommittee (if required)
- To recommend appropriate corrective actions to the competent authority
- To suggest policy-level improvements to prevent recurrence of grievances
- To suggest the amendment in the policy to the management.

13. Confidentiality and Non-Retaliation

All grievances shall be handled with strict confidentiality. No complainant shall be subjected to discrimination, victimization, or retaliation for raising a grievance in good faith.



14. Monitoring and Reporting

- Periodic review of grievances and redressal status
- Submission of annual reports to the Institutional Management
- Analysis of grievance trends for quality enhancement and institutional improvement.
- Giving orientation and awareness to be provided.

15. Applicability

The Grievance Redressal & Disciplinary Committee (GRC) shall be applicable to **all stakeholders of Amala Institute of Medical Sciences**, including:

- All **permanent, temporary, part-time, casual / badlie and contractual employees**
- All **students** enrolled in undergraduate, postgraduate, and doctoral programmes
- All **interns, trainees, fellows, and apprentices** associated with the institution

This policy applies to grievances arising from **academic, administrative, clinical, research, and campus-related activities** of the institution.





16. Review and Amendments

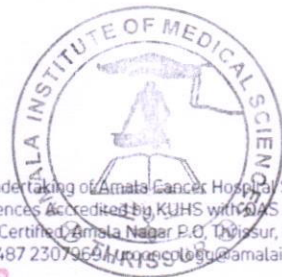
The Terms of Reference shall be reviewed periodically and updated as required, in accordance with statutory regulations, and institutional policies.

17. Compliance

The Grievance Redressal & Disciplinary Committee functions are applicable statutory and regulatory norms.



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Ph: +91 487 2304000, 2304070 | Fax: +91 487 2307969 | hr@amalaims.org
www.amalaims.org | Follow us on    



Betsy
Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
ALA NAGAR, THRISSUR-680 555