STUDENT GRIEVANCE REDRESSAL POLICY 2026-2027

Our institute has transparent grievance redressal system. This policy applies to all the undergraduate and postgraduate students of the institution to provide safe and supportive environment to all students. A systematic mechanism is established for the timely receipt, examination and redressal of genuine student grievances in accordance with applicable MUHS guidelines and Institutional policy.

Grievance redressal structure

Level 1: Mentor

- Student submits the grievances to the Mentor/ Faculty Advisor.
- Mentor listens to the concern and provides appropriate guidance.
- Minor and routine grievances may be resolved at this level.
- Unresolved or serious grievances are referred to the Student Grievance Redressal Committee.
- The resolution and necessary actions are documented.

Level 2: Institutional student grievance redressal committee

- Grievances from Internal Complaint committee, Antiragging Committee, Mentors shall be referred to Institutional Student Grievance Redressal Committee.
- The committee shall examine the grievance objectively, obtain relevant information from complainant and provide an appropriate resolution.
- A student who is dissatisfied with the decision of the SGRC may appeal to the management of institute.

Student Grievance Redressal Committee

The committee consist of chairman, member secretary, ladies representative, member and student representative.

Grievance Redressal Procedure

- Grievances can be submitted in writing (dropped in suggestion box), by email or by direct approach to dean or designated committee chairman.
- Complaint box is opened by the Student Grievance Redressal Committee monthly or the complaint received directly through Mentor or student.
- The grievance is acknowledged/ registered by the committee objectively and confidentially.
- The concerned parties are given an opportunity to present their issues.
- Appropriate action is taken within the appropriate time range.
- Students are informed about the action taken.

30/09/2026

DEAN
Chhatrapati Shahu Maharaj Shikshan Sanstha
Dental College & Hospital
Kanchanwadi, Chhatrapati Sambhajinagar

Time frame

- **Acknowledgement of Grievance**: Within 2 working days
- **Preliminary examination**: Within 7 working days
- **Enquiry:** As required
- **Decision/ recommendation**: Within the prescribed regulatory/ institutional time frame
- **Action taken report**: Communicated to student and documented appropriately

Types of Grievances Covered

- **Academic:** Teaching, syllabus, internal assessment, attendance, examination and evaluation
- **Clinical:** Clinical posting, patient allocation, clinical requirements and training
- **Administrative:** Admission, documentation and institutional procedure
- **Financial:** Fees, scholarships and other financial concerns
- **Infrastructure:** Classrooms, laboratories, liabrary, clinics, Hostel, mess, canteen, toilets, water
- **Other:** Harrassment, ragging, gender discrimination, bullying, inappropriate behaviour

Confidentiality

- Confidentiality and sensitivity of the complaint and complainant shall be maintained.
- Retaliation against individual who files a grievance or participate in a grievance procedure is strictly prohibited.
- Information related to grievance shall be shared only with person directly involved in the examination and resolution.

Meeting Frequency

- Student Grievance Redressal Committee meetings conducted monthly and emergency meetings conducted whenever needed.
- Functioning of the grievance redressal mechanism shall be reviewed annually to ensure its effectiveness.

Helpline

Email ID: office@csmssdental.com

Contact no:

Dean- Dr. Lata Kale- 9822521949

SGRC Chairman- Dr. Sanjay Sarode- 9822651188

30/09/2026

(Dr.Lata Kale)

Dean

DEAN
Chhatrapati Shahu Maharaj Shikshan Sanstha
Dental College & Hospital
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Chhatrapati Shahu Maharaj Shikshan Sanstha's Dental College & Hospital, Kanchanwadi, Chhatrapati Sambhajinagar.