

GOVT COLLEGE OF NURSING KOTTAYAM



GRIEVANCE REDRESSAL POLICY

VERSION I

Prepared by : Grievance Redressal Committe

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Approved by: Principal

Govt. College of nursing Kottayam

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GOVT COLLEGE OF NURSING KOTTAYAM

Employee Grievance Redressal Policy and Procedures

Introduction to Grievance Redressal Policy

Govt. College of Nursing Kottayam believes in mentioning good relationship among all employees to maintain good employee employer relationship go along way in preserving the employee for a longer tenure and building their trust. Any sort of dissatisfaction or discontent among the employees in their work place if un attended makes the employee feel a sense of lack of justice and the complaint then assumes the status of a grievance. A grievance needs to redressed in order to bring about the smooth functioning of the individual in the organization. Accordingly the staff Grievance Redressal Policy has been put in place which will offer an open communication channel for the employee to discuss their Grievances.

Grievance Redressal Committee in this institution known as internal complaints committee which was formulated as per directions from DME(Letter no 6/8606/2014 DME 03/04/2014) which was reconstitute on 9/6/2021(E/596/2014CNK Dtd 06/2021) and needs as and when required.

Purpose

Purpose of the internal complaints committee is to check the harassment of women employees at their workplace

Policy statement

Grievance Redressal Procedures at Govt. College of Nursing Kottayam aims to reinforce the institution's commitments towards providing fair and equitable work opportunities to all employees.

Objectives

Grievance Redressal process provides employees with an easily accessible mechanism for settlement of their individual grievances. The Grievance Redressal policy applies to all employees at Govt. College of Nursing Kottayam.

For the policy statement Grievance means individual grievance and includes all matters but exclude the following

- Annual performance appraisal
- Grievance pertaining to or arising out of disciplinary action or appeal against such action
- Grievance arising out of termination /dismissal

Terms of reference

Grievance can be defined as any sort of dissatisfaction which needs to be addressed in order to enable staff to function efficiently and effectively within the organisation.

A grievance is a sign of an employee's discontentment with his job or his relationship with his colleagues.

Grievance redressal procedure

Following procedure should be followed for expressing and seeking redressal for a grievance. Employee may communicate their grievance in writing to the principal Govt. College of Nursing Kottayam. Principal immediately acknowledges the receipt of the grievance in writing to the employee and moving the employee for a formal meeting and a course of action is initiated for the solution within 7-8 working days from the date of receipt grievance.

Grievance Redressal committee consists of five members from College of Nursing and one external member who is an NGO, and will provide an opportunity to the aggrieved employee to present their concern.

SI.NO	NAME	DESIGNATION
1	Dr. Sarala PA	Professor
2	Mrs. Sulochana V A	Associate Professor
3	Dr. Betty P Kunjumon	Assistant Professor
4	Mrs Mariyamma P Alexander	Assistant Professor
5	Mr Ajayakumar C R	Senior Clerk
6	Mr. Thomas P U	NGO

Grievance will be treated with most confidentiality and sensitivity. Grievance Redressal Committee will submit their recommendation to the principal after completion of the enquiry for taking further steps.

