

5.1.5 REPORT OF INCIDENT MANAGEMENT OF GRIEVANCES

ACADEMIC YEAR 2018-2019

MINUTES OF THE MEETING

The meetings of the student grievance redressal committee was held for the academic year 2018-2019

Agenda: Student grievance addressed by Principal ,Member of redressal committee /Year incharge and redressal measures were given immediately .When in need of a clinical psychologist/psychiatrist aid was given from the college for betterment.

MINUTES:

<u>S.NO</u>	<u>DATE</u>	<u>ISSUE ADDRESSED</u>	<u>REDRESSAL MEASURES TAKEN</u>
1.	18.12.2018	Lack of interest in a subject.	Counseling was given
2.	06.02.2019	Was irregular to college was scoring less in exams.	Parent was informed to take a house outside and stay with him to get him regular to college and to break the conformity.
		Mobile game addiction	
3.	18.02.2019	Had difficulty in studying and understanding the subject.	Student was advised to study with help from intern.
		PUBG addiction	
4.	25.02.2019	The student was NRI finding difficulty to adjust to the rules and regulations of hostel and traditional and cultural values of the institution	The student was advised to take up studies as priority.
		Student failed in the university examination	Regular parent visits were told .


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5.	27.02.2019	She was irregular to college and did not give internal exam.	Guidance from seniors in teaching her and assistance from faculty was given.
			Mother was informed – she said telephonically that
		Family issues affecting her .	she is separated from her husband and that has caused the depression in her daughter.
6.	20.08.2019	Mental health unstable	Daughter was already under anti depressants and is irregular in taking the medicine.
		Student was irregular to college	Referred to college psychiatrist for further advice and support along with parent. Parent was informed and parent came to college. Student was advised to professional psychiatrist help.
7.	17.09.2019	Personal relationship issues	Assign senior mentors for year incharges to discuss guide and help to arrive at solutions for student grievances.
		Overall assistance to students	
8.	18.09.2019	To make students confident in practicing inter discipline dentistry.	Increase their confidence in their clinical skills
9.	05.05.2019	Students requirement for lockers.	The lockers were ordered and delivered for students use.
10.	18.11.2019	Student was irregular to college and un motivated post failure in his exam.	Single one to one counselling given. Regular follow up made. Progress made by the student.
11.	19.12.2019	Student was irregular to college and un motivated post failure in his exam.	Single one to one counselling given. Regular follow up made. Progress made by the student.

❖ **Note :**

Summary extracted from registers maintained by the mentors/counselors/year in charge/senior mentor for NAAC purpose.


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ACADEMIC YEAR 2017-2018

MINUTES OF THE MEETING

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Agenda :

Student grievance addressed by Principal ,Member of redressal committee /Year incharge and redressal measures were given immediately .When in need of a clinical psychologist/psychiatrist aid was given from the college for betterment.

MINUTES :

<u>S.NO</u>	<u>DATE</u>	<u>ISSUE ADDRESSED</u>	<u>REDRESSAL MEASURES TAKEN</u>
1.	16.10.2017	Students parents met with an accident.	A staff assisted the student till she reached her relatives place.
2.	14.11.2017	Group counseling for final year supple batch.	To encourage and increase their self confidence.
3.	4.12.2017	Student showed irregularity to college and leaving college during academic hours. Depression.	Mother called and was advised. To stay with her child for better assistance and support .


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4.	5.1.2018	Addiction to cough syrup. Lethargy .	Counseling given. With follow ups.
		Lack of interest to come to college. Bad influence of the peer group.	Personal issues were heard and addressed with parent and parent advised to stay with the student.
5.	7.02.2018	Irregular attendance during internship.	Counseling given. With follow ups.
6.	14.3.2018	Students lack of interest to appear for university exam. And continuous staying back in hostel.	Counseling given. With follow ups. Mother was appraised and constant support offered from faculty and parent.
7.	11.04.2018	Student had lost confidence in appearing for examination. And suicidal thoughts.	Counseling given.
8.	23.05.2018	Students had difficulty in studying and lacked self confidence. Fear of his father	Counseling given with motivation Continuous support from faculty. His father was spoken to and told to support him.

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9.	6.6.2018	Student had issues post marriage. Medical conditions. Difficulty to pursue internship.	Counseling was given. Parents were called and options to opt for transfer were suggested.
10.	08.10.2018	Orientation for students who failed in the university examination.	Batch session was given.
		Supple batch	Their academic difficulties were addressed. Immediate action taken
11.	08.08.2018	Was irregular to college was scoring less in exams. Mobile game addiction	Parent was informed to take a house outside and stay with him to get him regular to college. Regular follow up with parent and student.
12.	10.08.2018	The boy was under depression for non acceptance of affair and also had suicidal tendency	The issue was identified by his friend. Psychiartist – Dr Kailash help was sought
13.	13.08.2018	Was having difficulty in studying , self injuring, mild schizophrenia	The parents were called and informed about the observation. Counselling Professional help was taken.

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CADEMIC YEAR 2016-2017

MINUTES OF THE MEETING

The meetings of the student grievance redressal committee was held for the academic year 2016-2017

Agenda :

Student grievance addressed by Principal ,Member of redressal committee /Year incharge and redressal measures were given immediately .When in need of a clinical psychologist/psychiatrist aid was given from the college for betterment.

MINUTES :

<u>S.NO</u>	<u>DATE</u>	<u>ISSUE ADDRESSED</u>	<u>REDRESSAL MEASURES TAKEN</u>
1.	12.09.2016	Poor memory Poor sleep Slow writing skill in examination	I.Q test and assessment was given Psychiatry help aided
2.	21.09.2016	Depression Relationship issues	Methods to relax-Breathing exercises. Relaxation methods. Positive self affirmation with counseling given.


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3.	11.11.2016	Not able to concentrate in her studies Negative thoughts Weight and health issues	Jacobsons progressive muscle relaxation technique. Referred to Dr Naveen consultant .
4.	14.11.2016	Group –Seminar on motivation	Group counseling-
5.	22.11.2016 23.11.2016	Group –Seminar on motivation for students who had failed and a Questionnaire was given Questionnaire to assess student problems	Group counseling-
			Group session and discussion was done.
6.	29.11.2016	Feels misfit in the course. Feels low self esteem	Counseling done .Parent met and spoke about the benefits of dentistry .
7.	11.1.2017	Group motivation	Students were addressed and spoken to about issues.Issues were immediately addressed.
8.	13.1.2017 16.1.2017	Motivational communication Group counseling	Students were addressed and spoken to about issues. Issues were immediately addressed.
			Students were addressed and spoken to about issues. Issues were immediately addressed.
9.	19.1.2017	Group counseling	Students were addressed and spoken to about issues.Issues were immediately addressed.

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10.	21.1.2017	Group counseling	Students were addressed and spoken to about issues. Issues were immediately addressed.
11.	25.1.2017	Group counseling	Students were addressed and spoken to about issues. Issues were immediately addressed.
12.	27.1.2017	Group counseling	Students were addressed and spoken to about issues. Issues were immediately addressed.
13.	30.1.2017	Group counseling	Students were addressed and spoken to about issues. Issues were immediately addressed.
14.	31.1.2017	Depression	Jacobsons progressive muscle relaxation technique along with counseling was given.
15.	22.3.2017	Depression and discontentment	Hypotherapy Relaxation techniques were told .Follow up on progress was made with counseling.
16.	5.6.2017	Depression Suicidal thoughts Anxiety	Hypnotherapy and counseling given to the student. Followup made with the students condition

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ACADEMIC YEAR 2015-2016

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The meetings of the student grievance redressal committee was held for the academic year 2015-2016

Agenda :

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MINUTES :

<u>S.NO</u>	<u>DATE</u>	<u>ISSUE ADDRESSED</u>	<u>REDRESSAL MEASURES TAKEN</u>
1.	10.08.2015	Tamil medium in school and found it difficult to get in track with the English medium followed in college	Special classes were taken in tamil to make them understand the subject Assigned a student to help.
2.	13.08.2015	Dyslexia Difficulty to complete record works and lab works.	Parents were informed about the issue. Counselling was given by multiple sittings by DrVijayabhanu
3.	23.08.2015	Unrefined speaking manners, and was having problems with friends and other department faculties	Care was taken to make the student speak about his problem. Student counseled .


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4.	16.4.2016	Dis- interest in the BDS course wanted to pursue Engineering.	She was asked about her feelings and emotional support was given. And regular follow up was given.
5.	19.4.2016	Lack of interest Memory loss	Father along with student was given counseling on study skills and memory improvement.

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ACADEMIC YEAR 2014-2015

MINUTES OF THE MEETING

The meetings of the student grievance redressal committee was held for the academic year 2014-2015

Agenda :

Student grievance addressed by Principal ,Member of redressal committee /Year incharge and redressal measures were given immediately .When in need of a clinical psychologist/psychiatrist aid was given from the college for betterment.

MINUTES :

<u>S.N</u> <u>O</u>	<u>DATE</u>	<u>ISSUE</u> <u>ADDRESSED</u>	<u>REDRESSAL MEASURES TAKEN</u>
<u>1</u>	10.09.2014	Very irregular Smart but disinterested. Medical health issue diagnosed	Parents called and spoken to. Regular counselling given. Medical care given. Followup regularly made.
	23.10.2014	Slow learner	Difficulty to adjust with current batch after break. Counselling session was undertaken by the students.
<u>2</u>	11.11.2014	Personal issues Pending pre-clinical work and clinical work.	Good hand skills. He was reinforced and counselled on his positives and motivational counselling was given.


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3	16.02.2015	Irregular to college	Personal issues identified. Student along with Parents were sent for clinical psychology. Constant follow up made
6	13.05.2015	Personal issues. Slow in academic progress.	Continuous motivation and counseling given. Support given from friend to do combined studies.

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