



Smt. Taisaheb Kadam Sevabhavi Foundation &amp; Research Center, Sonai's

# YASH INSTITUTE OF PHARMACY

**AURANGABAD (CHHATRAPATI SAMBHAJI NAGAR)**

Accredited with Grade B++ by NAAC

An ISO 9001:2015 certified Organisation

Approved by Pharmacy Council of India, New Delhi.

Permanently affiliated to Dr. Babasaheb Ambedkar Marathwada University, Aurangabad



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## Student Grievances Redressal Policy

### Introduction

Yash Institute of Pharmacy, Aurangabad (hereafter referred to as "the Institute"), is committed to fostering a positive and inclusive academic environment. This Student Grievances Redressal Policy has been established to address and resolve issues faced by students in a fair, transparent, and efficient manner. The policy aims to ensure that grievances are resolved with empathy, integrity, and accountability, thereby enhancing the student experience.

### Objectives

- To provide a clear, structured mechanism for students to report grievances.
- To ensure timely and fair resolution of grievances in a confidential manner.
- To promote a culture of transparency, respect, and trust among the student community.
- To safeguard the rights and dignity of students.
- To minimize the occurrence of grievances through proactive measures.

### Scope of the Policy

This policy applies to all students of the Institute, including undergraduate, postgraduate, diploma, and any other programs conducted by the Institute. The policy covers grievances related to:

- Academic matters (e.g., assessment, attendance, course content, examination results).
- Administrative issues (e.g., admission processes, fee structure, scholarships, library, infrastructure).
- Harassment, including sexual harassment, bullying, or any form of discrimination.
- Hostel and residential facilities.
- Extracurricular activities, sports, and cultural events.
- Any other issues affecting the student's academic and personal well-being.

## Definitions

- **Grievance:** A formal complaint raised by a student regarding any aspect of the Institute's functioning that affects their academic or personal well-being.
- **Complainant:** The student or group of students who submit a grievance.
- **Grievance Redressal Committee (GRC):** The committee responsible for reviewing, investigating, and resolving student grievances.

## Grievance Redressal Structure

The Institute has established a multi-tiered Grievance Redressal Mechanism to address and resolve student complaints:

### Class-Level Grievance Redressal

- Students are encouraged to address their concerns informally with the concerned faculty or class mentor.
- If the grievance is not resolved at this level, students may escalate it to the next tier.

### Departmental-Level Grievance Redressal

- Each department will have a **Departmental Grievance Redressal Cell (DGRC)** led by the Head of the Department (HOD).
- The DGRC will include faculty members, a student representative, and a non-teaching staff member.
- The DGRC is responsible for resolving issues related to academics, departmental activities, and faculty conduct.

### Institutional Grievance Redressal Committee (IGRC)

- For grievances that are not resolved at the departmental level, students can escalate the issue to the **Institutional Grievance Redressal Committee (IGRC)**.
- The IGRC will comprise:
  - Chairperson: Principal or a senior faculty member appointed by the Principal
  - Faculty Representatives (2-3 members from different departments)
  - Student Representatives (1 male and 1 female student)

- Administrative Staff Member
- The IGRC shall conduct hearings, review evidence, and recommend solutions within a stipulated timeframe.

### **Appeals to Ombudsman**

- If the complainant is not satisfied with the decision of the IGRC, they can appeal to the **College Ombudsman** appointed by the affiliating university (Dr. Babasaheb Ambedkar Marathwada University, Aurangabad).
- The decision of the Ombudsman will be final and binding.

### **Procedure for Filing a Grievance**

#### **1. Submission of Grievance:**

- Grievances can be submitted in writing or electronically via the Institute's online grievance portal.
- The grievance must include details such as the name of the complainant, roll number, department, nature of the grievance, and any supporting documents.

#### **2. Acknowledgment of Receipt:**

- Upon submission, the complainant will receive an acknowledgment within 48 hours.

#### **3. Preliminary Review:**

- The concerned Grievance Redressal Cell (Class-Level, DGRC, or IGRC) will conduct a preliminary review to determine the validity of the grievance.

#### **4. Investigation and Hearing:**

- If the grievance is found to be valid, an investigation will be conducted.
- The complainant may be called for a hearing to provide further clarification.
- The committee will interview relevant parties, review evidence, and document findings.

#### **5. Resolution and Communication:**

- The committee will strive to resolve the grievance within 15 working days from the date of submission.
- The decision will be communicated to the complainant in writing, detailing the resolution process and outcome.

## **6. Appeal Process:**

- If the complainant is dissatisfied with the resolution, they may file an appeal within 7 working days of receiving the decision.
- The appeal will be reviewed by the next higher level of the grievance redressal structure.

## **Confidentiality and Protection Against Retaliation**

- The Institute ensures confidentiality in handling grievances to protect the privacy of the complainant.
- Any form of retaliation or victimization against the complainant is strictly prohibited. Disciplinary action will be taken against individuals found guilty of retaliatory behavior.

## **Disciplinary Actions**

- Students found guilty of misconduct or harassment will face disciplinary action, which may include:
  - Warning or written reprimand
  - Deduction of marks or suspension from classes
  - Debarring from examinations, scholarships, or other privileges
  - Expulsion from the hostel or the Institute
- Faculty or staff found guilty of violating student rights may face disciplinary actions, including suspension or termination.

## **Review and Monitoring**

- The Grievance Redressal Mechanism will be reviewed annually to assess its effectiveness and make necessary improvements.
- Feedback will be collected from students to ensure continuous improvement in the grievance handling process.

## Awareness and Communication

- The Institute will conduct regular awareness programs and workshops to educate students and staff about the Grievance Redressal Mechanism.
- The policy will be displayed on the Institute's website, notice boards, and student handbooks for easy access

The Yash Institute of Pharmacy, Aurangabad, is dedicated to providing a supportive and fair environment for all students. This Student Grievances Redressal Policy is a testament to our commitment to addressing student concerns promptly and effectively. By fostering a culture of open communication and mutual respect, the Institute aims to enhance the overall student experience and uphold the highest standards of academic integrity.

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