

GRIEVANCE REDRESSAL MECHANISM

1 Grievance:

Grievance is a complaint raised by students / employee which is resolved by the procedure mentioned here in below.

2 Grievance Redressal Cell:-

The institute is having its own grievance redressal system and functioning through direct supervision of the Principal.

2.1 Objectives:

The objective of the grievance cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A grievance cell shall be constituted for the Redressal of the problems reported by the students of the college and employer of the college with the following objectives:

- i. Upholding the dignity of the College by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship etc.
- ii. Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
- iii. Suggestion / complaint box is installed in the college in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college.
- iv. Advising students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- v. Advising all the Students to refrain from inciting students against other students, teachers and college administration
- vi. Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.

- vii. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Grievances may include the following students namely –

- i. Making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- ii. Irregularity in the admission process erupted by the institute;
- iii. Refusing admission in accordance with the declared admission policy of the institute; withhold or refuse to return any document in the form certificates of degree, diploma award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;
- iv) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- v) Breach of the policy for reservation in admission as may be applicable;
- vi) Complaints of alleged discrimination by students from scheduled caste, scheduled tribes, OBC, women, minority or disabled categories;
- vii) Non-payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
- viii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- ix) On provision of student amenities as may have been promised or required to be provided by the institution;
- x) Denial of quality education as promised at the time of admission or required to be provided;
- xi) Non transparent or unfair practice.
- xii) Harassment and victimization of students including sexual harassment; and refund of fees on withdrawal of admissions as per AICTE instructions from time to time.
- xiii) Any injustice to employee regarding partiality, harassment, leave without pay, non-payment, salary, promotion and any other such matter under this regulation.

2.2 Purpose

The grievance redressal cell of the institute functions with the following purposes;

- i. To ensure a democratic environment in the campus,
- ii. To acquaint all the faculty, student about their rights and duties,
- iii. To solve the various personal and educational related grievances of the teachers and students.
- iv. To make the institution student friendly, and to ensure the qualitative as well as quantitative development of the institution through the grievance and redressal cell.

2.3 Functions

The grievance redressal cell functions with the aim of helping its beneficiaries. As such, the member is empowered to Read the Feedback suggestion Form and Grievance Cell Form in every week preferably on Saturday to redress the grievances of the beneficiaries. However, all the grievances are brought to the notice of the principal.

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge students grievance cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the grievance cell at administrative block. Grievances may also be sent through e-mail to the officer in-charge of students, grievance cell.

2.4 Scope:

The cell will deal with grievances received in writing from the students about any of the following matters:-

- i. Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates or other examination related matters.
- ii. Financial Matters: Related to dues and payments for various items from library, hostels etc.
- iii. Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

2.5 Procedure for lodging complaint:

- i. The students may feel free to put up a grievance in writing/or in the format available in the administration department and drop it in boxes
- ii. The grievance cell will act upon those cases which have been forwarded along with the necessary documents.
- iii. The grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

2.6 Powers

- i. In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students or concern.
- ii. In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter.
- iii. Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance he or she is given punishment with due consideration and discussion with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the institute as per the rule

3 STUDENT MISCONDUCT

Students who behave in a manner which is disrespectful of the learning environment, disruptive to the learning process, or which otherwise interferes with the well-being of members of the college community, or causes damage to college property, will be subject to disciplinary action and shall be liable to pay fine and / or including suspension or expulsion from the College.

3.1 Misconduct includes:

- i. Furnishing, with intent, false information to any college and / or college staff.
- ii. Disruption or obstruction of teaching or learning activities, including those college-directed functions on or off campus.

- iii. Physical abuse, verbal abuse, threats, intimidation, harassment, and/or other conduct as a result of which members of the college community feel threatened, intimidated, or endangered.
- iv. Theft or damage related to the property of the college or property of a member of the college community.
- v. Any act which endangers the mental or physical health, safety, or the rights of a member of the College community.
- vi. Failure to comply with directions of College staff or law enforcements officers acting in the performance of their duties, and/ or failure to produce identity card to these persons when directed or asked to do so.
- vii. The carrying or possession of explosives, weapons, or anything considered a weapon on College premises.
- viii. The carrying or possession of dangerous chemicals on College premises except where required for academic purpose.
- ix. Conduct that is disorderly, lewd or indecent.
- x. Breach of peace on College premises or at functions sponsored by the College.
- xi. Counseling, prompting, or otherwise aiding to commit infractions of rules and regulation.
- xii. Forgery of a document, and / or tampering with official records.
- xiii. Being intoxicated while participating in or attending any learning and extracurricular activities.
- xiv. Buying, selling, in possession or using any illegal substances while on campus or hostel.
- xv. Creating a false alarm, rumors regarding college and faculty.
- xvi. Breaching the College's "No Smoking Policy".
- xvii. Inappropriate use of computer resources
- xviii. Use or display of pornographic material while on any college campus. This also includes use of college computers to access pornographic Internet sites.
- xix. Repeated violation of college and/or residence rules and regulations.
- xx. Bringing a false charge against any member of the college community.
- xxi. Cyber-bullying in the form of threats, harassment and /or intimidation.

4 DISCIPLINE

Disciplinary action will reflect the severity of the misconduct and vary accordingly. The severity of discipline for repeat offenders will result in suspension and / or expulsion from college. Any or all of the following sanctions may be imposed upon a student found to have committed breach of college regulations, policies and infractions as follows:

- i. **Admonition and Warning-** A notice to the student that he or she is violating or has violated an institutional regulation or expected standards or behavior and that future violation will result in a penalty.
- ii. **Probation-** A written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the student is found to be violating any institutional regulation during the probationary period.
- iii. **Behavioral contract-** A signed agreement between the student, security and administrator responsible for enforcing the conditions of the contract. It specifies conditions that must be met and adhered to by the student, in return for re-admission to class, placement, or a college-approved activity or facilities. Failure to meet the terms of the contract may result in suspension or expulsion of the student. A behavioural contract may be used in conjunction with probation.
- iv. **Loss of Privileges-** Denial of specified privileges, denial of access to some or all college facilities for a designated period of time.
- v. **Restitution-** Compensation for loss, damage or injury. This may take the form of monetary or material replacements.
- vi. **Temporary Suspension** – A period of 5 days to 21 days where a student will be temporarily not allowed on the College campus.
- vii. **College Suspension** – Prevention from to enter the college for a definite period of time, after which the student is eligible to apply to return. Conditions for re-admission and registration will be specified.
- viii. **College Expulsion** – Permanent removal of the student from the college. The student's official record will read: Involuntary Withdrawal- Student Misconduct.

i) Fines will be levied when they would be considered as a deterrent from repeating the inappropriate behaviour.

j) Eviction from hostel.

1.2 In the event of a suspension, expulsion and/or eviction from residence, no refund of tuition or hostel fees will occur. The student must pay all outstanding fees.

1.3 Disciplinary decisions and sanctions shall be made part of the student's official record for college administrative purposes and maintained in the office.

1.4 In cases of suspension or expulsion, the office will initiate a letter communicating the decision to the student. The office will keep a copy of the letter on file as part of the student's official college records.

1.5 If the complainant or respondent disagrees with the disciplinary decision and/or sanctions, an appeal can be made to a Discipline Appeal Committee.

1.6 Returning after Suspension or Expulsion.

The following process is intended to create a supporting environment for students and faculty and is in place to ensure the successful reentry of students into the academic environment following a suspension or expulsion. Once a student has completed their suspension or expulsion period and they wish to reenroll at college the student must:

i) Submit in writing a request for readmission to the office prior to joining.

ii) Demonstrate in writing, with documented evidence, that all of the conditions of their suspension/expulsion have been satisfied. The Disciplinary Advisory Committee will determine if the conditions, outlined above, have been satisfied. If the Disciplinary Advisory Committee is satisfied, the student may apply for readmission.

iii) the student may get admission into the program through the regular application process. The application for readmission does not guarantee admission.

If the student gains admission, then the student will meet with the Principal of the college and principal shall inform the faculty of the college.

5 Assault, Endangerment or Infliction of Physical Harm

Physical restraint, assault, or any other act of violence or use of physical force against any students and faculty of the college or any act that threatens the use of physical force is forbidden.

5.1 Conduct—

Whether reckless or intentional—if the student places oneself or another at risk of bodily harm is subject to disciplinary action, whether or not the risk is realized. The Chairman of Grievance and redressal committee will review the conduct and the circumstances in which it occurred and submit the report to Principal. The more reckless the conduct and the greater the risk of serious bodily harm and/or the greater the actual bodily harm caused, the greater the likelihood of a severe sanction.

Violation of the orderly operation of the college includes, but is not limited to:

1. Excessive noise, which interferes with classes, college offices, residence hall neighbors, or other campus and community activities;
2. Unauthorized entry into or occupation of a private work area;
3. Conduct of students that restricts or prevents faculty or staff members from performing their duties, including interruption of meetings, classes, or events;
4. Failure to maintain clear passage into or out of any college building or passageway; and
5. Failure to disperse when a building, office, or campus space is closed.

5.2 False Representation

A student may not knowingly or unknowingly provide false information or make misrepresentation to college office. In addition, the forgery, alteration, or unauthorized possession or use of college documents, records, or instruments of identification, forged or fraudulent communications (paper or electronic mail) are prohibited.

5.3 Theft and Vandalism

Theft and negligent or intentional damage to personal or college property is prohibited. Repair and replacement costs will be charged to the concerned students and may issue warrant and college disciplinary action. In the event that damage occurs in laboratory, classroom, hostel and common space for which no one assumes responsibility, payment for damages will be divided equally among all residents of that hall. Administrative fees will be added if students do not pay the vandalism cost.

For damage that occurs during a student event in a space other than a residence hall and for which no individual student(s) accept(s) responsibility, the organization and/or sponsoring students and/or organization will be held accountable for the money for replacement or repair of the damaged property and may be subject to further disciplinary action.

5.4 Unauthorized Entry or Access

Unauthorized entry into or presence within enclosed college buildings or areas, including athletic facilities, construction sites, and student rooms or offices, even when unlocked, is prohibited. Tampering with locks to college buildings, unauthorized possession or use of college keys, and alteration or duplication of college keys is against college policy. Climbing on any college building or college-owned structure or being present on building roofs is not allowed. Participation in any of these activities may subject a student to fines and other sanctions.

The College, in its sole discretion, shall have the right to take any disciplinary, administrative and legal action against a defaulting student committing breach of any of the college Rules, Regulations, Policies or Guidelines. Such an action may include, but shall not be limited to, expulsion, suspension, withholding of Examination Admission Forms of the Board/University, release of the Examination Roll No. Slips or withholding the examination result card issued by the Board/University.

Student Misconduct – Formal Complaint Form

Date of the Incident: _____

Complainant(s) Name: _____

Address: _____

Telephone Number: _____

Email address: _____

Alleged Violation: (reference to Code of Conduct or Student Misconduct documents): _____

Evidence Summary: _____

Time: _____

Date: _____

Place (please be specific): _____

Alleged Violation Description: (Be detailed, attach supplementary information as necessary) _____

Witness Contact Information (name, address, telephone):

1. _____

2. _____

Signature of the complainant: _____

Date: _____

6 DIFFERENT TYPES OF ISSUES

The purpose of this document is to outline avenues by which students may make appeals or lodge complaints or grievances at RCP, Kasegaon. This introductory section provides some general overview information and the rest of the document is broken into several sections that address the most common categories of student issues and grievances, although they may well be overlap in particular cases. It is our aim, with this guide, to provide students with general information and specific contact strategies.

i. Issues about grades, exam procedures, excused absences, class policies, etc.

Individual faculty members have primary authority and responsibility in all these areas and are charged with carrying out those responsibilities in a professional manner. The campus has standing policies on faculty accommodation for religious and disability reasons and if a student has a complaint in these areas, they can contact the department chair to ask for a resolution. If the student is unable to resolve the problem at that level, they may contact the appropriate person for specific instructions. The principal is the final arbiter of academic grievances of this type within our campus structure.

ii. Issues about faculty performance or faculty behavior

If reasonable and appropriate students should begin with the individual faculty person to discuss and resolve the problem together, if possible. Students may refer to this description of faculty rights and responsibilities.

iii. Issues about course content, teaching methodology, etc.

Students should first discuss the issue with the individual faculty person to resolve the problem there, if possible. Faculty members have primary authority and responsibility in all these areas. If the student deems it necessary, he or she may then contact the department chair. If unable to resolve the issue with the HOD, the student may proceed to contact the Principal where a written process of complaint or grievance will be employed. A student may also

continue the process to write the application of complaint to officer In charge –grievance committee.

iv. Issues about academic probations, suspensions, etc.

Academic probations, suspensions, etc. are handled through principal of the college and their phone numbers and locations can be found in the campus directory. These processes normally require written communication only.

v. Issues regarding academic integrity

The **principal** promotes academic integrity and uses a judicial process to resolve disputes over acts of academic dishonesty. Contact the honor code council if you have questions about the process or how to file an appeal, the form to file an appeal can be found under forms on our website or office

vi. Issues about transcripts, credits, degree classification, etc.

For general questions of this type, please contact the college office between office hours. and visit their web pages at www.kespharmacy.com

vii. Issues about class availability, time, etc.

Contact the appropriate departmental office first. The student may then contact the relevant class teacher or head of department.

viii. Issues about residence

Generally a student should bring their issue to the attention of the Rector.

ix. Issues about violations of the student code of conduct

The office of student conduct provides an appeals process for students that are found responsible for violating the student conduct code and are sanctioned to the following:

Suspension, expulsion, or a termination from college. For additional information regarding the appeal process, please see the student code of conduct.

x. Issues about possible crimes

Generally the student should contact the Kasegaon Campus police. for emergency situations always dial 100.

xi. Issues regarding discrimination and/or sexual harassment

Contact the officer In charge of prevention of sexual harassment committee.

xii. Issues about health

Contact with either class teacher or principal and also communicate with Primary health care, kasegaon. Also, contact to government hospitals through college.

xiii. Issues about tuition, fees, and other charges, scholarships, financial aid, school-sponsored loans.

Students should first discuss the issue with the individual faculty person to resolve the problem student financial matter is handled by principal and office of the college.

xiv. Issues about student employment

There is a provision of Training and Placement Office. Contact the office of student employment.

7 General code of Conduct , Policies and Procedures

A. Prohibited General Conduct

The following types of behaviors constitute violations of the RCP student Code of Conduct. Any student who is found responsible for any of the following misconduct is subject to the disciplinary sanctions outlined.

1. Violation of the Code of Conduct or any University policies, rules or regulations.
2. Conduct which is obscene or indecent.
3. Disruption or obstruction of teaching, instructional, research, disciplinary, public service, administration, or other university activities.
4. Harassing a person through unwanted conduct directed at him/her that causes reasonable fear for safety (e.g., stalking) or is sufficiently severe, pervasive and persistent that it interferes with the person's college employment or ability to participate in or benefit from college programs.
5. Threatening physical abuse, intimidation, coercion and/or conduct which threaten the health or safety of others.
6. Physical abuse, intimidation, coercion other conduct which endangers the health or safety of others.
7. Attempted or actual theft of and/or damage to property belonging to the college, any member of the college community or others.
8. Possession of property the Student knows or has reason to believe may be stolen or misappropriated.
9. Use, possession, display or storage of any weapon, dangerous instrument, explosive device, fireworks, or dangerous chemical unless specifically authorized by college officials.
10. Public intoxication or use, possession, consumption, distribution or sale of alcoholic beverages except as expressly permitted by the college.
11. Use, consumption and possession or distribution of any narcotic, dangerous drug or controlled substance or possession of drug paraphernalia that would violate the law.
12. Falsification, forgery, alteration, Fabrication or misuse of college records, forms or other documents.
13. Providing any false statement or misleading information, including by omission, to or about the college.
14. Providing or gaining unauthorized access to or use of college property, resources or facilities.
15. Operating a non-chartered or non-approved organization on any property belonging to the college.

16. Engaging in, supporting, promoting or Hazing.
17. Gambling as prohibited by law.
18. Engaging in any sexual misconduct, including but not limited to, sexual assault and sexual harassment.
19. Commission of any offense prohibited by federal, state or local law.
20. Failure to comply with directions of college officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.
21. Knowingly filing a complaint comprised in whole or part of false accusations.
22. Failure to respond as directed by the In charge of students on any matter including, but not limited to, a request to meet concerning an issue, or a notice alleging a violation by the student Code of Conduct.
23. Failure to comply with the sanction(s) imposed for an earlier violation of the student code of conduct.

8 ACTIONS—

- i. If the college believes a student poses significant threat to the safety and well-being of the college community or to college property or poses an ongoing threat of substantial disruption or interference with the normal operations of the college, then the student may be immediately excluded from one or more classes, denied access to college housing and/or denied access to campus as a whole.
- ii. The Student will be notified in writing of the interim action, the reasons for the interim action, and the related code violations, the student was reported to have violated. The interim action will become effective immediately as of the date of the written notice and will remain in effect until the general conduct process has been concluded (by dismissal or final decision on code charges) or until the in charge of students determines that the interim action is no longer warranted, whichever occurs first.
- iii. Upon request, the student shall have the opportunity to respond to the reasons for interim action stated in the notice and to show that the student does not pose a significant threat to the safety and well-being of the college community.

- iv.** For individual students, failure to respond to or follow directions from the principal may result in interim action including the immediate placement of a hold on the student's records and continuation of the disciplinary process in the student's absence. Violations of interim action may also result in a report to the campus Police who may issue a Criminal Trespass Warning.
- v.** For student organizations, failure to respond to or follow the directions from the principal may result in restriction of some or all of the organization's activities up to suspension of the organization's college charter. College believes a student poses a significant threat to the safety and well-being of the college community or to college property or poses an ongoing threat of substantial disruption or interference with the normal operations of the college, then the student may be immediately excluded from one or more classes, denied access to college housing and/or denied access to campus as a whole.
- vi.** The student will be notified in writing of the interim action, the reasons for the interim action, and the related code violations the student was reported to have violated. The interim action will become effective immediately as of the date of the written notice and will remain in effect until the general conduct process has been concluded (by dismissal of or final decision on code charges) or until the principal determines that the interim action is no longer warranted, whichever occurs first.
- vii.** Upon request, the student shall have the opportunity to respond to the reasons for interim action stated in the notice and to show that the Student does not pose a significant threat to the safety and well-being of the college community.
- viii.** For individual Students, failure to respond to or follow directions from the principal may result in interim action including the immediate placement of a hold on the Student's records and continuation of the disciplinary process in the student's absence. Violations of interim action may also result in a report to police department.

9 Composition

The Grievance Redressal Cell of the institute generally is having the provision of two/three teaching staffs as its member and the principal as the chairman. The cell is having the provision of being reconstituted every year if situation arises for so by the principal himself along with suggestions sought from the faculty.

10 Grievance Cell :

The Composition of the Grievance Cell is as follows: -

1. Principal as a chairman.
2. Professor nominated by Principal.
3. Two members from teaching staff.
4. One member nominee from office staff.

12.11 Discipline Advisory committee:

Composition:

It consists of three members nominated by Principal.

12 Discipline Appeal committee:

Composition:

- 1) Principal as a chairman,
- 2) Two teachers nominated by Principal.

Reports On Redressal Of Grievances			
No of Grievances Received	Notice(s) Issued or Not, If not reasons	No. Of Grievances Resolved	NO. of Grievances Pending Settlement
0	0	0	0
Address for sending Grievance	Rajarambapu College of Pharmacy, Kasegaon.		
E-mail ID	kespharmacy@gmail.com		
Contact no	02342-238200		