

GRIEVANCE REDRESSAL POLICY

East Point College of Pharmacy has a “Students Grievance Redressal Committee”. The functions of the committee are to look into the complaints lodged by any student and judge its merit. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. Students can email their grievances to the grievance cell chairperson via the grievance email address or submit them in writing to the HOD. The cell will convene when required and handle issues in a suitable manner, offering acceptable solutions. The students register their grievance in the given format in the college website at:

grievance.epcp@eastpoint.ac.in / grievance.epcp@gmail.com

Purpose: The purpose of this policy is to establish a clear, fair, and effective process for addressing and resolving grievances raised by students, faculty, staff, and other stakeholders of the Pharmacy College.

Scope: This policy applies to all students, faculty, staff, and stakeholders associated with the Pharmacy College.

Principles:

- **Fairness:** All grievances will be handled impartially and without discrimination.
- **Confidentiality:** Information regarding grievances will be kept confidential and shared only with individuals involved in the resolution process.
- **Transparency:** The process for addressing grievances will be transparent and clearly communicated to all stakeholders.
- **Timeliness:** Grievances will be addressed promptly within a specified time frame.

Objectives

- To uphold the dignity of the College by ensuring a strife-free atmosphere in the College through promoting cordial relationships with stakeholders.
- To encourage the stakeholders to express their grievances/problems freely and frankly, without any fear of being victimized.
- To maintain transparency in the Grievance Redressal process while respecting confidentiality, ensuring that the process and decisions are clear and understandable.
- To ensure that all students are treated fairly and without discrimination in all matters related to their academic and campus life.

Policies:

- The institution framed rules and regulation of Grievance cell, so that the justice is given to the aggrieved.
- To make sure that all the students are aware of the existence of the cell in the college.
- The students may feel free to put up a grievance in writing/or in the format available in the department and drop it in boxes.
- Students can register their grievances in the given format in the college website at: grievance.epcp@eastpoint.ac.in / grievance.epcp@gmail.com
- All students are subject to the college's code of conduct. Sexual harassment and ragging of any kind are not tolerated at our institution.
- Abuse on social networking sites will be severely punished.
- Any offense discovered through CCTV surveillance is punishable.
- Any student identified in an incriminating circumstance will get counseling and warnings, whether it occurs on or off campus.
- In case of any grievance, the members of the cell are empowered to sort out the problems at their level through discussion with students.
- The Grievance cell **shall not** entertain the following issues:
 - Decisions of administrative and academic committees constituted by the Institute, assessment and examination results.
 - Decisions with regard to award of scholarships, fee concessions, medals etc.
 - Decisions made by Institute with regard to disciplinary matters and misconduct.


Principal
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