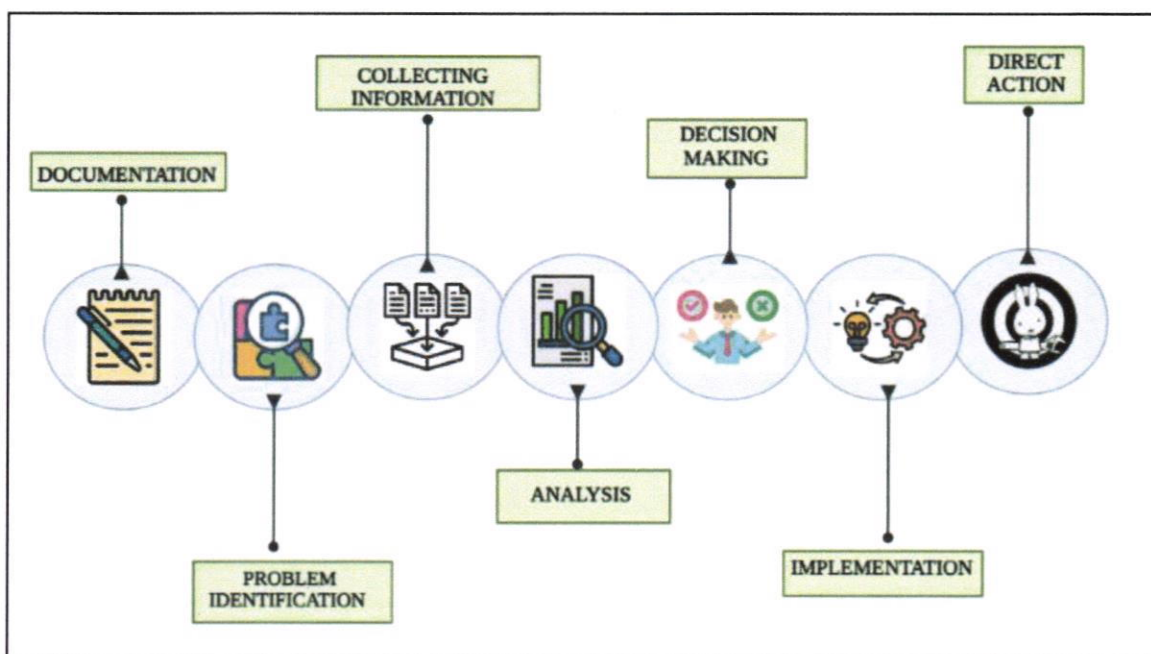




**Gokhale Education Society's**  
**Sir Dr. M. S. Gosavi College of**  
**Pharmaceutical Education and Research,**

**Prin. T. A. Kulkarni Vidyanagar, College Road, Nashik-  
422005, MS, INDIA**



***GRIVEANCE REDRESSAL POLICIES***



## **Grievance Redressal Policy**

---

The Grievance and Redressal Cell strives to foster a friendly atmosphere and resolve complaints effectively. By starting and carrying out the grievance procedure in accordance with the College's laws and regulations, the Grievance and Redressal Cell enables students to voice their complaints. The cell meets on a regular basis to discuss the grievances, analyse their nature and pattern, and take appropriate action.

Grievance and Redressal Cell Composition includes Principal, Vice-Principal, Grievance and Redressal Coordinator, teaching faculty Members, Non-teaching Staff Member, and Students.

### **Goals of the Grievance and Redressal Cell**

1. Disseminates information via the website and manual on the goals and methods of operation of the Cell.
2. Explains to pupils how to file a complaint through the induction programs.
3. Considers and analyses the complaints.
4. Uses the decision-making process to find a solution
5. Describes the complaints and documents how they were resolved.
6. The protocols explained in the Handbook, which is sent to every student at the start of the school year, as well as in the Value Education seminars that the Class-in-Charge instructors attend.

### **Procedures:**

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
  - Student-teacher, student-student grievances
  - Grievances related to library, canteen and IT services.
  - Grievances related to sports, cultural
  - Grievances related to behavior of stakeholders




Depending on the type of complaint, the issue will be resolved. Through suggestion boxes placed on each floor of the building, grievances are encouraged. Academic and internal evaluation complaints must be resolved at the individual, faculty, head of department, and principal levels. Other complaints that need to be reviewed must be addressed through a written, signed application. The Redressal Committee will assess the complaint as soon as it is received and contact both parties to schedule a meeting. The Principal is informed of the discussion's conclusion so that additional action can be done.

### **Redressal of Grievances**

The complaints are resolved as soon as possible by sending reformation solutions, warning letters, and memos. Priority is assigned based on how urgent the issue is. The harmed party is always made aware of the actions taken. To prevent the same complaint from being filed again, system checks are used. The appropriate committees must address any complaints of harassment and ragging of women in accordance with the established procedures.



  
**Principal**  
Gokhale Education Society's  
Sir Dr. M. S. Gosavi College of  
Pharmaceutical Education & Research  
Prin. T. A. Kulkarni Vidyanagar  
Nashik - 422 005.